

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- Dental Technician

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Dental Technician

REFERENCE ID: HSS/Q5301

ALIGNED TO: NCO-2004/NIL

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

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

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

Job Details	Qualifications Pack Code	HSS/Q5301		
	Job Role	Dental Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	28/01/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	30/06/2015
	Occupation	Dental Technician	Next review date	10/12/2016
	NSQC Clearance on	18/05/2015		

Job Role	Dental Technician
Role Description	Works in conjunction with the Dentist to fabricate dental prostheses to replace or restore missing or damaged teeth.
NSQF level	4
Minimum Educational Qualifications*	Class XII or Level 4 Dental Assistant with 2 years of experience in the field
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N5301: Assess Case Requirements. 2. HSS/N5302: Fabricate Cast 3. HSS/N5303: Fabricate Ceramics Dentures Prostheses 4. HSS/N5304: Fabricate Partial Removable Dentures prostheses 5. HSS/N5305: Fabricate Completely Removable Dentures Prostheses 6. HSS/N5306: Fabricate Fixed Prostheses 7. HSS/N5307: Fabricate Orthodontic Appliances 8. HSS/N9603: Act within the limits of one's competence and Authority 9. HSS/N9604: Work effectively with others 10. HSS/N9605: Manage work to meet requirements 11. HSS/N9606: Maintain a safe, healthy, and secure working

	<p>Environment</p> <p>12. HSS/N9607: Practice Code of conduct while performing duties</p> <p>13. HSS.N9611: Monitor and assure quality</p> <p>Optional</p> <p>N.A</p>
Performance Criteria	As described in the relevant OS units

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.

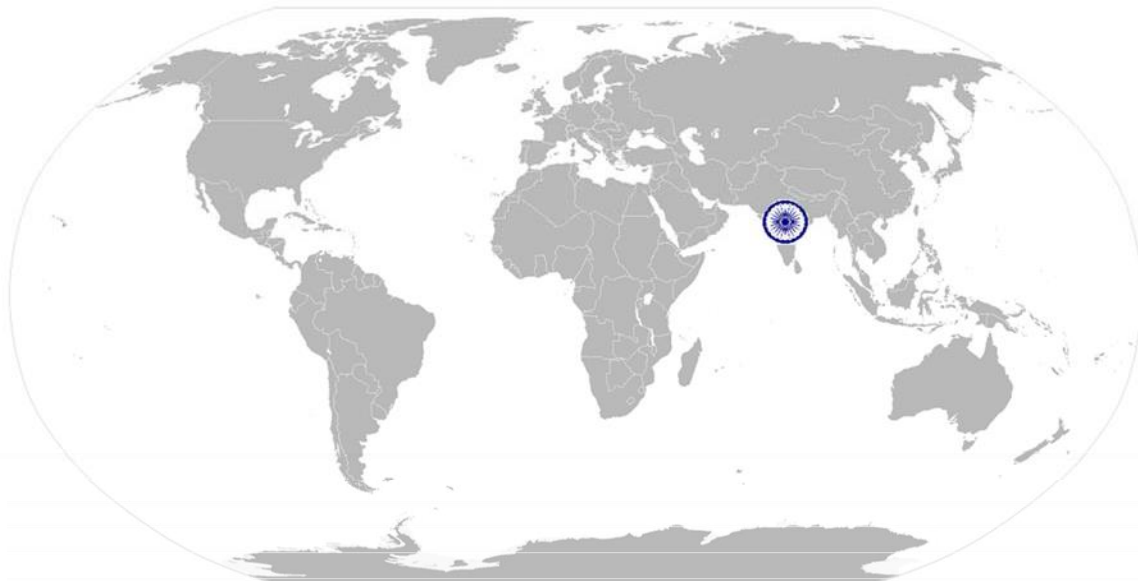
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
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Sub-functions	Sub-functions 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/N5301

Assess Case Requirements

National Occupational Standard



Overview

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

HSS/N5301

Assess Case Requirements

National Occupational Standard	Unit Code	HSS/N5301
	Unit Title	
	(Task)	Assess Case Requirements
	Description	This OS unit is about the Dental Technician’s assessment of requirement for custom-made dental devices after reviewing the prescriptions and instructions provided by dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding prescription and instructions provided by the dentist • Preparing environment, materials and equipment ready • Assessing the case to evaluate the type of request, and sufficiency and quality of information to go ahead with the task of designing and fabricating the dental device
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Thoroughly understand all the instructions provided by dentists</p> <p>PC2. Identify the materials and equipment required for fabricating the dental device</p> <p>PC3. Assess and evaluate the case in a timely manner</p> <p>PC4. Assess risks associated with fabrication of the custom-made dental device</p> <p>PC5. Prepare equipment and materials required to fabricate casts</p> <p>PC6. Ensure that cast is smooth and is properly cleaned before it is evaluated</p> <p>PC7. Assess the quality of impressions, casts and occlusal registration to ensure they are prepared as per the prescription</p> <p>PC8. Properly handle the impressions to avoid distortion</p> <p>PC9. Properly handle received impressions and other items placed in mouth to control infection</p> <p>PC10. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC11. Clearly communicate the reason, if not able to fabricate the custom-made dental device</p> <p>PC12. Identify and manage potential and actual risks to the quality and safety</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The role and importance of the Dental Lab Technician in providing efficient dental treatment</p> <p>KA3. The procedures and requirements for recording of information about work received, work in progress and work delivered</p> <p>KA4. The importance of maintaining confidentiality of the patient information</p> <p>KA5. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA6. How to dress appropriately as per the guidelines of the healthcare provider</p>

HSS/N5301

Assess Case Requirements

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental terminology, tooth morphology and oral physiology</p> <p>KB2. The prescription and instructions provided by dentist to fabricate custom-made device</p> <p>KB3. How to obtain information required to assess the case requirements</p> <p>KB4. The dental laboratory fabrication procedures</p> <p>KB5. The information and materials required in the fabrication procedures</p> <p>KB6. The possibilities of inaccuracies in the casts and how these could be rectified</p> <p>KB7. How to ensure the casts are properly produced</p> <p>KB8. How to record patient information and marking casts with patient identity</p> <p>KB9. The type of occlusal registration material and possible inaccuracies</p> <p>KB10. The type of cleaning materials and their effect on impression, casts and occlusal registrations</p> <p>KB11. How to safely handle impressions and other items placed in mouth to control infection</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on fabrication processes</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p> <p>SA4. Write reminders and notes to colleagues</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read prescription and instruction from dentist</p> <p>SA6. Read labels on dental instruments, equipment and materials</p> <p>SA7. Read equipment and product manuals</p> <p>SA8. Read text entries in forms</p> <p>SA9. Read notes and memos from colleagues</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Listen and understand instructions of the dentist</p> <p>SA11. Discuss the queries, issues and concerns regarding the case with dentist</p> <p>SA12. Interact with colleagues to evaluate the case</p> <p>SA13. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist</p> <p>SA14. Participate in meetings</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Assess the case and decide whether it is feasible to go ahead with fabrication of the custom-made device</p> <p>SB2. Ensure all the instruments, equipment and materials are available to perform Fabrication</p>

HSS/N5301

Assess Case Requirements

	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB3. Plan and organise activities required to assess case requirements for fabrication of custom-made device
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Maintain patient confidentiality SB5. Assess the case for fabrication of dental devices as per the patient requirements
	Problem Solving
	The user/individual on the job needs to: SB6. Interact with dentists to explain the imperfections in the impressions and request for new impressions be taken SB7. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB8. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Analyse and interpret prescription and instructions provided by dentist, and assess the case SB10. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB12. Assess the quality of the casts and review for the cleanliness of the cast SB13. Accurately assess efficiency and accuracy of the outcome as per the guidelines

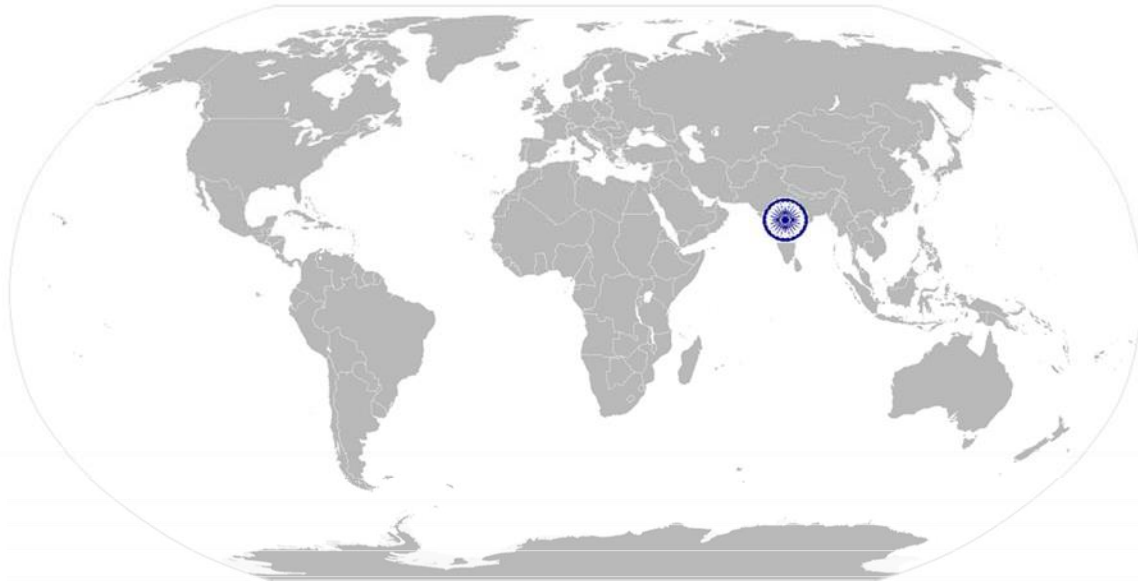
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NOS Code	HSS/N5301		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16

HSS/N5302

Fabricate Cast

National Occupational Standard



Overview

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

HSS/N5302

Fabricate Cast

National Occupational Standard

Unit Code	HSS/N5302
Unit Title	Fabricate Cast
(Task)	Fabricate Cast
Description	This OS unit is about the Dental Technician’s fabrication of cast to produce Custom-made dental device as per the prescription and instructions of the dentist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing and evaluating casts • Articulating casts • Preparing and evaluation dies
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for preparing the cast</p> <p>PC5. Prepare equipment and materials required to fabricate casts</p> <p>PC6. Prepare master cast using approved die stone, free of bubble, void or damage</p> <p>PC7. Ensure that the master cast is produced according to the guidelines and instructions of the dentist</p> <p>PC8. Produce opposing cast using approved base former with approved base stone, and free of bubble, void or damage</p> <p>PC9. Ensure that the opposing cast is produced according to the guidelines and instructions of the dentist</p> <p>PC10. Articulate cast using proper bite registration material and as per the guidelines</p> <p>PC11. Ensure that the die is prepared and evaluated according to the guidelines</p> <p>PC12. Assess risks associated with preparation of casts and dies</p> <p>PC13. Ensure that cast is smooth and is properly cleaned before it is evaluated</p> <p>PC14. Assess the quality of casts and dies to ensure they are prepared as per the prescription</p> <p>PC15. Properly handle the impressions to avoid distortion</p> <p>PC16. Identify and manage potential and actual risks to the quality and safety</p> <p>PC17. Ensure timely implementation of appropriate procedures</p> <p>PC18. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC19. Establish trust and rapport with colleagues</p> <p>PC20. Maintain competence within one’s role and field of practice</p> <p>PC21. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC22. Identify and manage potential and actual risks to the quality and safety of Practice</p> <p>PC23. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>

HSS/N5302

Fabricate Cast

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 Laboratory Assistant in fabricating casts 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 infection control procedures and protocols followed by the provider KA7. The personal protective equipment to be used as per guidelines and regulations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The dental, oral, head and neck anatomy and treatment KB2. The dental terminology, tooth morphology and oral physiology KB3. How to use dental materials and equipment required to safely and effectively fabricate casts KB4. The fabrication techniques, methods and proper procedures to prepare casts KB5. The impression materials and other products related to preparation of casts KB6. How to produce master casts that are free of bubbles, voids and damage, and could properly accommodate articulators KB7. The bite registration material used to articulate the casts KB8. The die preparation techniques, and the methods to properly evaluate the prepared die
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record entries in forms SA1. Record details about the case SA2. Write procedures and notes on the process SA3. Communicate queries, concerns and issues regarding the case SA4. Write reminders and notes to colleagues
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read prescription and instructions from dentist SA6. Read labels on dental instruments, equipment and materials SA7. Read equipment and product manuals SA8. Read text entries in forms SA9. Read notes and memos from colleagues SA10. Read about new products, services and cast preparation techniques in catalogues and promotional brochures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. Listen and understand instructions of the dentist SA12. Discuss the queries, issues and concerns regarding the case with dentist SA13. Interact with colleagues to discuss on going work SA14. Avoid using jargon, slang or acronyms when communicating with colleagues

HSS/N5302

Fabricate Cast

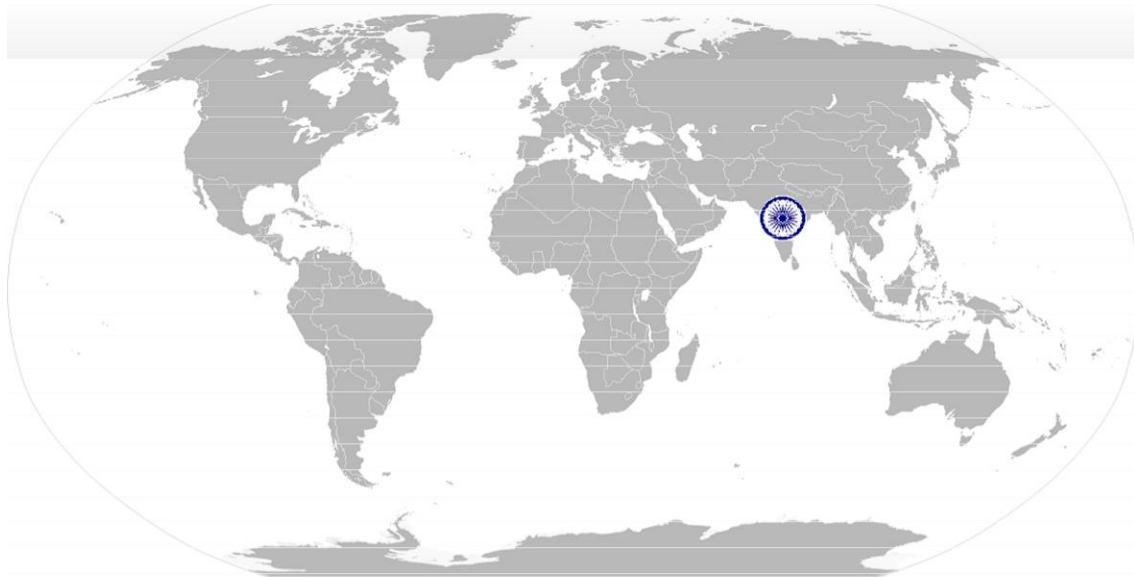
	<p>or dentist SA15. Participate in meetings</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to go ahead with fabrication of cast
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB3. Plan and organise activities required to efficiently fabricate cast as required by the case
	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) SB6. Prepare the cast and die meet the requirement of the patient
	Problem Solving
	The user/individual on the job needs to: SB7. Handle the situation when the cast cannot be prepared properly because of unavailability of proper material or defective material. SB8. Interact with dentists to explain the imperfections in the impressions and request for new impressions be taken SB9. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB10. Handle the situation when the work is running behind schedule SB11. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Analyse and interpret prescription and instructions provided by dentist, and prepare cast for the case SB13. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB15. Assess the quality of the completed casts and dies SB16. Accurately assess efficiency and accuracy of the outcome as per the guidelines

HSS/N5302

Fabricate Cast

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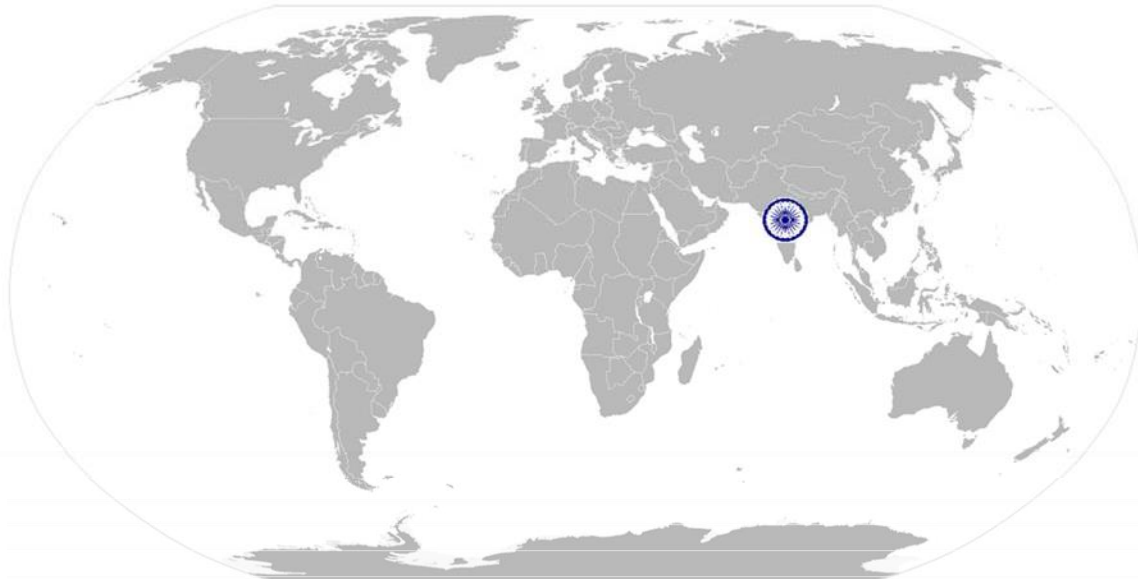
NOS Code	HSS/N5302		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16



HSS/N5303

Fabricate Ceramics Dentures Prosthesis

National Occupational Standard



Overview

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

HSS/N5303

Fabricate Ceramics Dentures Prosthesis

National Occupational Standard

Unit Code	HSS/N5303
Unit Title	Fabricate Ceramics Dentures Prosthesis
Description	This OS unit is about the Dental Technician’s fabrication of custom-made Ceramic prostheses as per the prescription and instructions of the dentist.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Understanding the prescription and instructions • Designing and producing ceramics prostheses • Preparing substructure to receive ceramics
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the ceramic prostheses</p> <p>PC5. Prepare equipment and materials required to fabricate the ceramic prostheses</p> <p>PC6. Prepare substructure to receive porcelain according to the guidelines and instructions</p> <p>PC7. Prepare ceramic restoration that fits properly to the die margins and cast parameters</p> <p>PC8. Ensure that the ceramic restoration provides the correct occlusion and articulation as per the requirements</p> <p>PC9. Ensure that there is adequate retention and fixing to correctly fit the ceramic restoration in mouth</p> <p>PC10. Ensure that the ceramic restoration should not cause damage to tissues in the mouth of the patient</p> <p>PC11. Prepare faultless, smooth and properly finished ceramic restoration</p> <p>PC12. Assess risks associated with preparation of ceramic prostheses</p> <p>PC13. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly</p> <p>PC14. Ensure timely implementation of appropriate procedures</p> <p>PC15. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC16. Establish trust and rapport with colleagues</p> <p>PC17. Maintain competence within one’s role and field of practice</p> <p>PC18. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC19. Identify and manage potential and actual risks to the quality and safety of Practice</p>

HSS/N5303

Fabricate Ceramics Dentures Prosthesis

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 Laboratory Assistant in fabricating ceramics prostheses 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 infection control procedures and protocols followed by the provider KA7. The personal protective equipment to be used as per guidelines and regulations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The dental, oral, and head and neck anatomy and treatment KB2. The dental terminology, tooth morphology and oral physiology KB3. How to use dental materials and equipment required to safely and effectively fabricate ceramic restorations KB4. The fabrication techniques, methods and proper procedures to produce ceramic restorations KB5. The impression materials and other products related to preparation of casts KB6. How to reproduce colour using dental materials and handle dental porcelains KB7. How to operate dental furnaces, oven and other equipment to produce ceramics restorations KB8. The importance of contour, colour and design to produce ceramics prostheses KB9. The techniques to fabricate ceramic prostheses, and the methods to properly evaluate the prepared prostheses
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record entries in forms SA2. Write procedures and notes on the process SA3. Communicate queries, concerns and issues regarding the case SA4. Write reminders and notes to colleagues SA4. Make complete, accurate and up-to-date records related to the identification, components and fabrication of ceramics restoration
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read prescription and instructions from dentist SA6. Read labels on dental instruments, equipment and materials SA7. Read text entries in forms SA8. Read notes and memos from colleagues SA9. Read about new products, services and ceramics prostheses preparation techniques in catalogues and promotional brochures SA10. Read, interpret and follow technical instructions

HSS/N5303

Fabricate Ceramics Dentures Prosthesis

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. Listen and understand instructions of the dentist SA12. Discuss the queries, issues and concerns regarding the case with dentist SA13. Interact with colleagues to discuss on going work SA14. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA15. Participate in meetings
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to go ahead with fabrication of ceramics restorations SB3. Correct the devices fabricated incorrectly
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities required to efficiently fabricate ceramics dentures as required by the case
	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. Prepare ceramics prostheses that meet requirement of the patient
	Problem Solving
	The user/individual on the job needs to: SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material SB10. Interact explaining the imperfections in the casts and request for new casts be prepared SB11. Handle the situation when the work is running behind schedule SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate ceramics prostheses

HSS/N5303

Fabricate Ceramics Dentures Prosthesis

	SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB16. Evaluate the quality of completed ceramics restoratives SB17. Judge the aesthetic quality and appeal of the fabricated ceramics dental device SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines

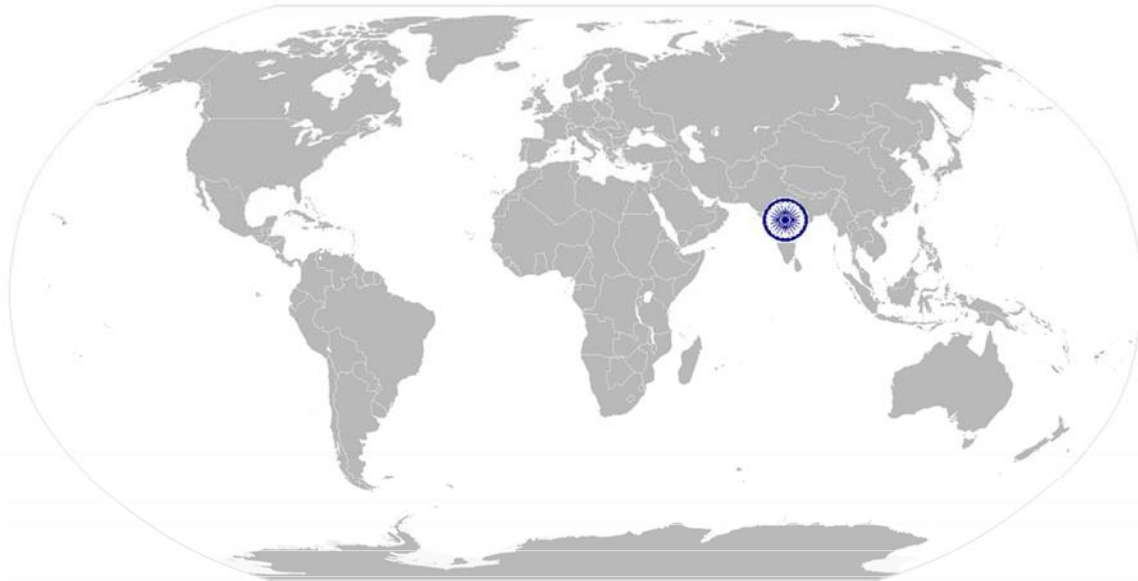
NOS Version Control

NOS Code	HSS/N5303		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16

HSS/N5304

Fabricate Removable Partial Dentures Prosthesis

National Occupational Standard



Overview

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

HSS/N5304

Fabricate Removable Partial Dentures Prosthesis

National Occupational Standard

Unit Code	HSS/N5304
Unit Title	Fabricate Removable Partial Dentures Prosthesis
(Task)	Fabricate Removable Partial Dentures Prosthesis
Description	This OS unit is about the Dental Technician's fabrication of custom-made removable partial dentures prosthesis as per the prescription and instructions of the dentist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing framework • Designing and producing removable partial denture Performance Criteria
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the ceramic prosthesis</p> <p>PC5. Prepare equipment and materials required to fabricate the ceramic prosthesis</p> <p>PC6. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions</p> <p>PC7. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC8. Ensure that the master cast is properly cleaned before it is evaluated</p> <p>PC9. Assess the master cast and design framework</p> <p>PC10. Prepare refractory cast free of bubble, void or damage, with approved refractory material</p> <p>PC11. Prepare wax pattern that adapts and seals to the refractory cast as per the design</p> <p>PC12. Invest the wax pattern that accurately duplicates its shape and anatomic features</p> <p>PC13. Burnout the wax pattern and cast the framework with alloy according to the guidelines and instructions</p> <p>PC14. Prepare a framework that fits properly to the master cast</p> <p>PC15. Evaluate the fit of the framework to the master cast</p> <p>PC16. Finish and polish the framework</p> <p>PC17. Arrange teeth on the framework as per the instructions of the dentist</p> <p>PC18. Prepare the partial denture free of porosity, internal bubbles as per the prescription</p> <p>PC19. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly</p> <p>PC20. Assess risks associated with preparation of removable partial dentures</p> <p>PC21. Ensure timely implementation of appropriate procedures</p> <p>PC22. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority</p>

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Fabricate Removable Partial Dentures Prosthesis

	<p>PC23. Establish trust and rapport with colleagues</p> <p>PC24. Maintain competence within one's role and field of practice</p> <p>PC25. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC26. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC27. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Laboratory Assistant in fabricating removable partial dentures</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate removable partial dentures</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce removable partial dentures</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. How to use investments, impression materials, articulators, dental waxes and dental alloys properly</p> <p>KB7. The importance of contour and design to produce removable partial dentures</p> <p>KB8. The techniques to fabricate removable partial dentures, and the methods to properly evaluate the prepared dental devices</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p> <p>SA4. Write reminders and notes to colleagues</p> <p>SA5. Make complete, accurate and up-to-date records related to the identification, components and fabrication of removable partial dentures</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read prescription and instructions from dentist</p> <p>SA7. Read labels on dental instruments, equipment and materials</p> <p>SA8. Read text entries in forms</p>

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	<p>SA9. Read notes and memos from colleagues</p> <p>SA10. Read about new products, services and removable partial dentures fabrication techniques in catalogues and promotional brochures</p> <p>SA11. Read, interpret and follow technical instructions</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Listen and understand instructions of the dentist</p> <p>SA13. Discuss the queries, issues and concerns regarding the case with dentist</p> <p>SA14. Interact with colleagues to discuss on going work</p> <p>SA15. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist</p> <p>SA16. Participate in meetings</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ensure all the instruments, equipment and materials are available and ready for use</p> <p>SB2. Select methods, equipment and material to fabricate removable partial dentures</p> <p>SB3. Make correction to the dental devices fabricated incorrectly</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities required to efficiently fabricate removable partial dentures as required by the case</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Prepare removable partial dentures that meet requirement of the patient</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear</p> <p>SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material</p> <p>SB10. Interact explaining the imperfections in the casts and request for new casts be prepared</p> <p>SB11. Handle the situation when the work is running behind schedule</p> <p>SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate removable partial dental device</p> <p>SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</p>

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Fabricate Removable Partial Dentures Prosthesis

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB16. Evaluate the quality of completed removable partial dentures</p> <p>SB17. Judge the aesthetic quality and appeal of the fabricated removable partial dental device</p> <p>SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

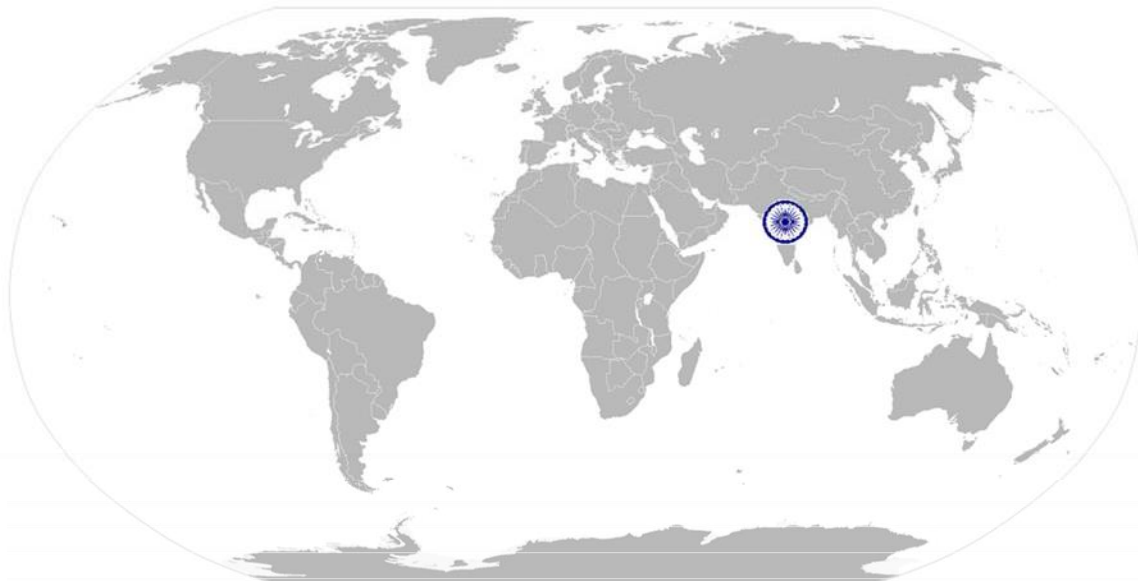
NOS Version Control

NOS Code	HSS/N5304		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16

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Fabricate Complete Dentures Prosthesis

National Occupational Standard



Overview

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

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Fabricate Complete Dentures Prosthesis

National Occupational Standard

Unit Code	HSS/N5305
Unit Title	Fabricate Complete Dentures Prosthesis
(Task)	Fabricate Complete Dentures Prosthesis
Description	This OS unit is about the Dental Technician's fabrication of custom-made complete dentures prosthesis as per the prescription and instructions of the dentist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing baseplate and occlusion rim • Designing and producing complete denture • Finishing and polishing denture
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the complete denture</p> <p>PC6. Ensure that preliminary cast include all denture support areas and features that define denture borders</p> <p>PC7. Prepare custom impression tray and combination tray that provide room for an even controlled thickness of impression thickness</p> <p>PC8. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions</p> <p>PC9. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC10. Ensure that the fabricated baseplate covers the same area as required by the denture and exactly fits the master cast</p> <p>PC11. Prepare baseplate that adapts to the occlusion rim and follows the standard dimensions</p> <p>PC12. Articulate and index master cast</p> <p>PC13. Select and arrange teeth as per anatomical measurements and instructions of the dentist</p> <p>PC14. Fabricate the complete denture free of porosity, internal bubbles as per the prescription</p> <p>PC15. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly</p> <p>PC16. Assess risks associated with preparation of removable partial dentures</p> <p>PC17. Ensure timely implementation of appropriate procedures</p> <p>PC18. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority</p> <p>PC19. Establish trust and rapport with colleagues</p> <p>PC20. Maintain competence within one's role and field of practice</p> <p>PC21. Promote and demonstrate good practice as an individual and as a team</p>

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Fabricate Complete Dentures Prosthesis

	<p>member at all times</p> <p>PC22. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC23. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Laboratory Assistant in preparing complete dentures prostheses</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate complete dentures</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce complete dentures</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. The preparation of base plates and occlusion rims</p> <p>KB7. How to arrange balanced set-up using anatomical teeth</p> <p>KB8. The wax contouring for complete denture prior to try-in and processing</p> <p>KB9. The flasking, packing, processing and recovering techniques for complete dentures</p> <p>KB10. The procedure for clinical remount and equilibration to reduce occlusal discrepancies</p> <p>KB11. The procedures and materials required to finish and polish the complete dentures</p> <p>KB12. The use of a semi-adjustable articulator during fabrication of complete dentures</p> <p>KB13. The importance of contour and design to produce complete dentures</p> <p>KB14. The techniques to fabricate complete dentures, and the methods to properly evaluate the prepared dentures</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Write reminders and notes to colleagues</p>

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Fabricate Complete Dentures Prosthesis

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read prescription and instructions from dentist SA5. Read labels on dental instruments, equipment and materials SA6. Read text entries in forms SA7. Read notes and memos from colleagues SA8. Read about new products, services and complete dentures fabrication techniques in catalogues and promotional brochures SA9. Read, interpret and follow technical instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Listen and understand instructions of the dentist SA11. Discuss the queries, issues and concerns regarding the case with dentist SA12. Interact with colleagues to discuss on going work SA13. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA14. Participate in meetings
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to fabricate complete dentures SB3. Make correction to the dental devices fabricated incorrectly
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities required to efficiently fabricate complete dentures as required by the case
	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. Prepare complete denture prostheses that meet requirement of the patient
	Problem Solving
	The user/individual on the job needs to: SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material SB10. Interact explaining the imperfections in the casts and request for new casts be prepared SB11. Handle the situation when the work is running behind schedule SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems

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Fabricate Complete Dentures Prosthesis

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate complete dental device SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB16. Evaluate the quality of finished complete dentures SB17. Judge the aesthetic quality and appeal of the fabricated complete dental device SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines

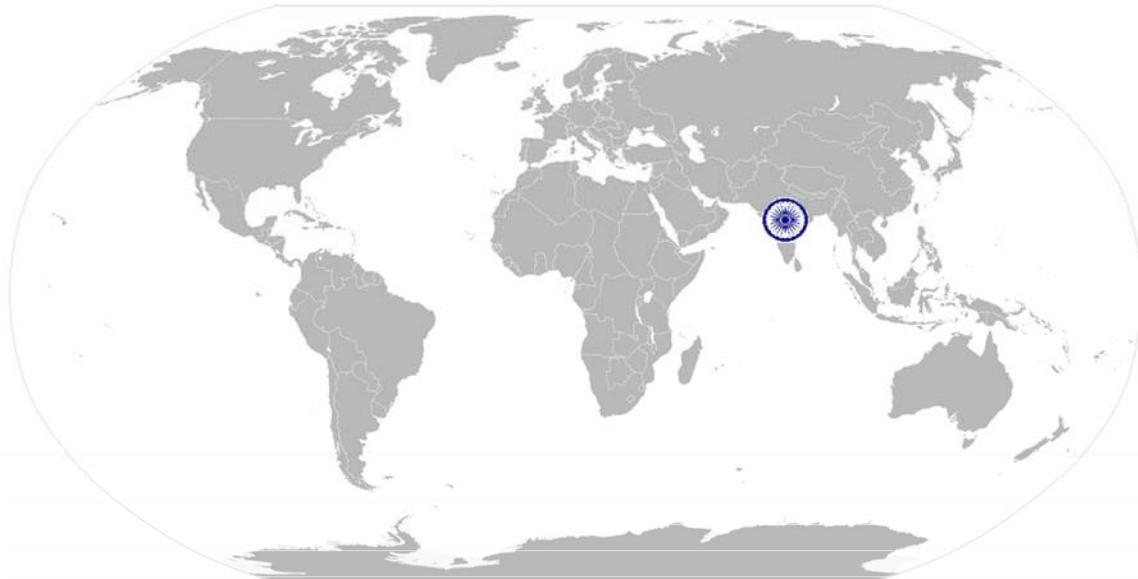
NOS Version Control

NOS Code	HSS/N5305		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16

HSS/N5306

Fabricate Fixed Protheses

National Occupational Standard



Overview

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

HSS/N5306

Fabricate Fixed Prosthesis

National Occupational Standard

Unit Code	HSS/N5306
Unit Title	Fabricate Fixed Prosthesis
Description	This OS unit is about the Dental Technician's fabrication of custom-made fixed dentures prosthesis, including crowns and bridges as per the prescription and instructions of the dentist
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Understanding the prescription and instructions Developing wax patterns Designing and producing fixed dentures Finishing and polishing dentures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the fixed denture</p> <p>PC6. Create wax patterns that adapts to the cast as per the design</p> <p>PC7. Sprue and Invest the wax pattern that accurately duplicates its shape and anatomic features</p> <p>PC8. Burnout the wax pattern and cast with alloy according to the guidelines and instructions</p> <p>PC9. Properly trim dies and marking margins utilising proper magnification</p> <p>PC10. Ensure that interproximal contacts are closed on solid cast when seated completely</p> <p>PC11. Ensure that passively guided centric relation is used as the reference position for occlusal adjustments</p> <p>PC12. Harmonise the facial and lingual with surrounding dentitions</p> <p>PC13. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly</p> <p>PC14. Assess risks associated with preparation of fixed dentures</p> <p>PC15. Ensure timely implementation of appropriate procedures</p> <p>PC16. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority</p> <p>PC17. Establish trust and rapport with colleagues</p> <p>PC18. Maintain competence within one's role and field of practice</p> <p>PC19. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC20. Identify and manage potential and actual risks to the quality and safety of practice</p>

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Fabricate Fixed Prosthesis

	PC21. 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 Laboratory Assistant in preparing fixed prostheses 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 infection control procedures and protocols followed by the provider KA7. The personal protective equipment to be used as per guidelines and regulations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The dental, oral, and head and neck anatomy and treatment KB2. The dental terminology, tooth morphology and oral physiology KB3. How to use dental materials and equipment required to safely and effectively fabricate fixed dentures KB4. The fabrication techniques, methods and proper procedures to produce fixed dentures KB5. The impression materials and other products related to preparation of casts KB6. How to trim dies and marking margins utilising magnifications KB7. Types of margins designs and their application KB8. The procedure and material required to create wax patterns that adapts to the cast as per the design KB9. The procedure and material required to burnout the wax pattern and cast KB10. The procedures and materials required to finish and polish the fixed dentures KB11. The importance of contour and design to produce fixed dentures KB12. The techniques to fabricate fixed dentures, and the methods to properly evaluate the prepared dentures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record entries in forms SA2. Write procedures and notes on the process SA3. Write reminders and notes to colleagues SA4. Make complete, accurate and up-to-date records related to the identification, components and fabrication of fixed dentures
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read prescription and instructions from dentist SA6. Read labels on dental instruments, equipment and materials SA7. Read text entries in forms SA8. Read notes and memos from colleagues SA9. Read about new products, services and fixed dentures fabrication techniques in catalogues and promotional brochures

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Fabricate Fixed Prosthesis

	SA10. Read, interpret and follow technical instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. Listen and understand instructions of the dentist SA12. Discuss the queries, issues and concerns regarding the case with dentist SA13. Interact with colleagues to discuss on going work SA14. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA15. Participate in meetings
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to fabricate fixed dentures SB3. Make correction to the dental devices fabricated incorrectly
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities required to efficiently fabricate fixed dentures as required by the case
	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. Prepare fixed prostheses that meet requirement of the patient
	Problem Solving
	The user/individual on the job needs to: SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material SB10. Interact explaining the imperfections in the casts and request for new casts be prepared SB11. Handle the situation when the work is running behind schedule SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate fixed dental device SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner

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Fabricate Fixed Prosthesis

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB16. Evaluate the quality of finished fixed dentures</p> <p>SB17. Judge the aesthetic quality and appeal of the fabricated fixed dentures</p> <p>SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

NOS Version Control

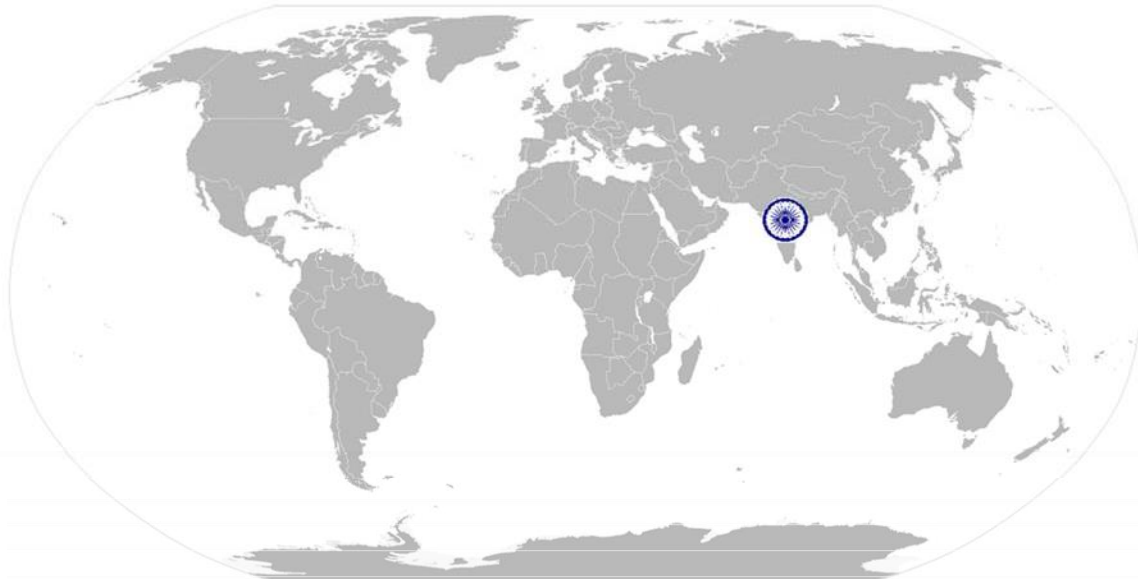
NOS Code	HSS/N5306		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16



HSS/N5307

Fabricate Orthodontic Appliances

National Occupational Standard



Overview

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

HSS/N5307

Fabricate Orthodontic Appliances

National Occupational Standard

Unit Code	HSS/N5307
Unit Title	Fabricate Orthodontic Appliances
(Task)	Fabricate Orthodontic Appliances
Description	This OS unit is about the Dental Technician’s fabrication of orthodontic appliances for influencing the tooth position as per the prescription and instructions of the dentist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing and evaluating study casts • Designing and producing orthodontic appliances • Finishing and polishing orthodontic appliances
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the orthodontic appliance</p> <p>PC6. Prepare study cast free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC7. Articulate study cast using proper bite registration material and as per the guidelines</p> <p>PC8. Evaluate study cast and design, and identify required components to fabricate the appliance</p> <p>PC9. Fabricate matrixes ensuring that proper size stainless steel band fits the cast, without causing any occlusal interference</p> <p>PC10. Create stainless steel band that adapts to the tooth and matched the tissue contour on the cast</p> <p>PC11. Select wire of correct gauge and material based on the type of teeth</p> <p>PC12. Accurately solder parts of the component</p> <p>PC13. Ensure that the component properly fits the cast, without damaging surrounding tissues in the mouth</p> <p>PC14. Finish and polish the appliance</p> <p>PC15. Ensure that the finished appliance is free of porosity and internal bubbles</p> <p>PC16. Ensure that finished appliance is properly cleaned and quality of the product is checked properly</p> <p>PC17. Assess risks associated with preparation of orthodontic appliances</p> <p>PC18. Ensure timely implementation of appropriate procedures</p> <p>PC19. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC20. Establish trust and rapport with colleagues</p> <p>PC21. Maintain competence within one’s role and field of practice</p>

HSS/N5307

Fabricate Orthodontic Appliances

	<p>PC22. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC23. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC24. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Laboratory Assistant in preparing orthodontic appliances</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate orthodontic appliances</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce the appliances</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. The procedure to create study cast and trim study models</p> <p>KB7. The procedure and principles of proper articulation</p> <p>KB8. The importance of articulation to produce orthodontic appliances</p> <p>KB9. The types of components required to produce orthodontic appliances, the importance and function of each</p> <p>KB10. The types gauges of wire that could be used to create orthodontic components</p> <p>KB11. How to identify which gauge of wire to use to create an orthodontic component</p> <p>KB12. The techniques to fabricate orthodontic appliances, and the methods to properly evaluate the finished appliances</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p> <p>SA4. Write reminders and notes to colleagues</p> <p>SA5. Make complete, accurate and up-to-date records related to the identification, components and fabrication of orthodontic appliances</p>

HSS/N5307

Fabricate Orthodontic Appliances

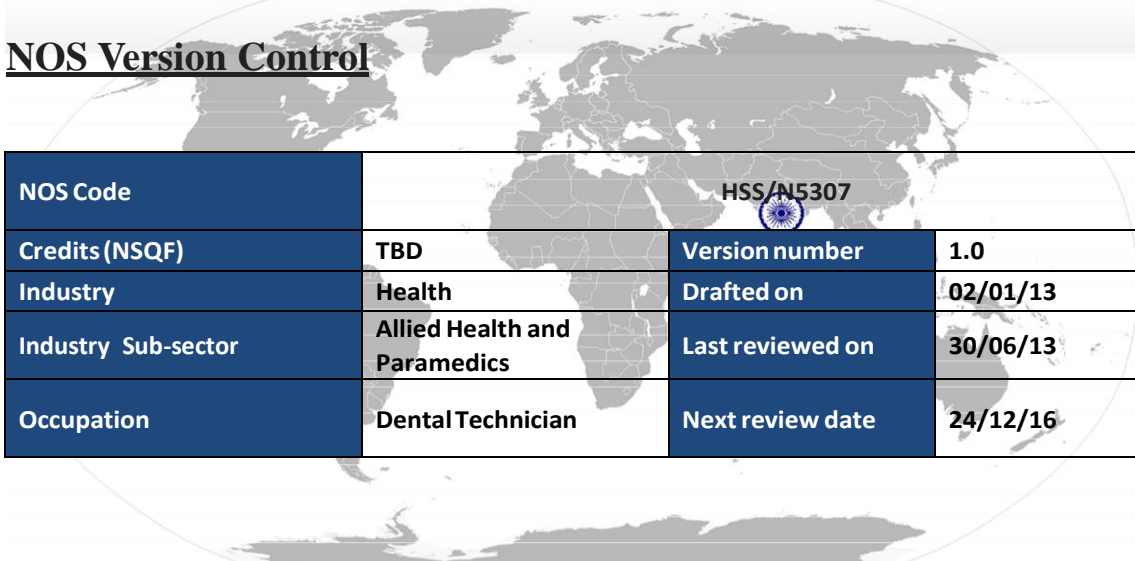
	<p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read prescription and instructions from dentist SA7. Read labels on dental instruments, equipment and materials SA8. Read text entries in forms SA9. Read notes and memos from colleagues SA10. Read about new products, services and fixed dentures fabrication techniques in catalogues and promotional brochures SA11. Read, interpret and follow technical instructions</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Listen and understand instructions of the dentist SA13. Discuss the queries, issues and concerns regarding the case with dentist SA14. Interact with colleagues to discuss on going work SA15. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA1. Participate in meetings</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods and equipment to fabricate an orthodontic appliance SB3. Select components and gauges of wire to fabricate an appliance SB4. Make correction to the dental devices fabricated incorrectly</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB5. Plan and organise activities required to efficiently fabricate orthodontic appliances as required by the case</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s) SB8. Prepare orthodontic appliances that meet requirement of the patient</p> <p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB9. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB10. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material SB11. Interact explaining the imperfections in the casts and request for new casts be prepared SB12. Handle the situation when the work is running behind schedule SB13. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>

HSS/N5307

Fabricate Orthodontic Appliances

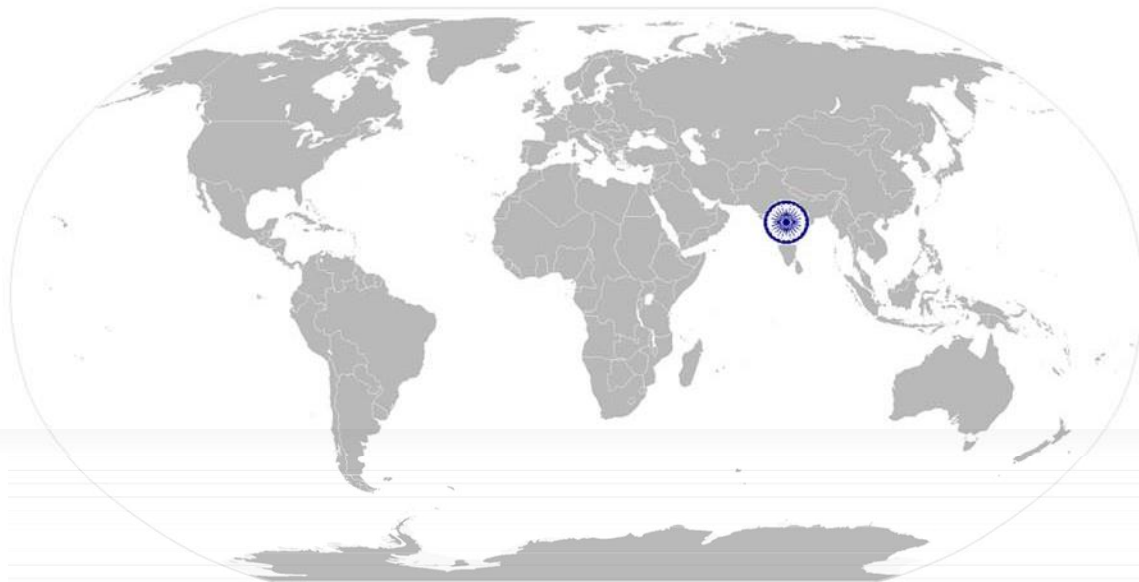
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Analyse and interpret prescription and instructions provided by dentist, and fabricate the orthodontic appliance SB15. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB17. Evaluate the quality of finished orthodontic appliance SB18. Judge the aesthetic quality and appeal of the fabricated orthodontic appliance SB19. Accurately assess efficiency and accuracy of the outcome as per the guidelines

NOS Version Control



NOS Code	HSS/N5307		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	02/01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/13
Occupation	Dental Technician	Next review date	24/12/16

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	<p>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</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>	
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognizing the job role and responsibilities of co workers <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'.</p>	
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. The medical procedures and functioning of required medical equipment</p> <p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>	

HSS/N9603

Act within the limits of one's competence and authority

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

HSS/N9603

Act within the limits of one's competence and authority

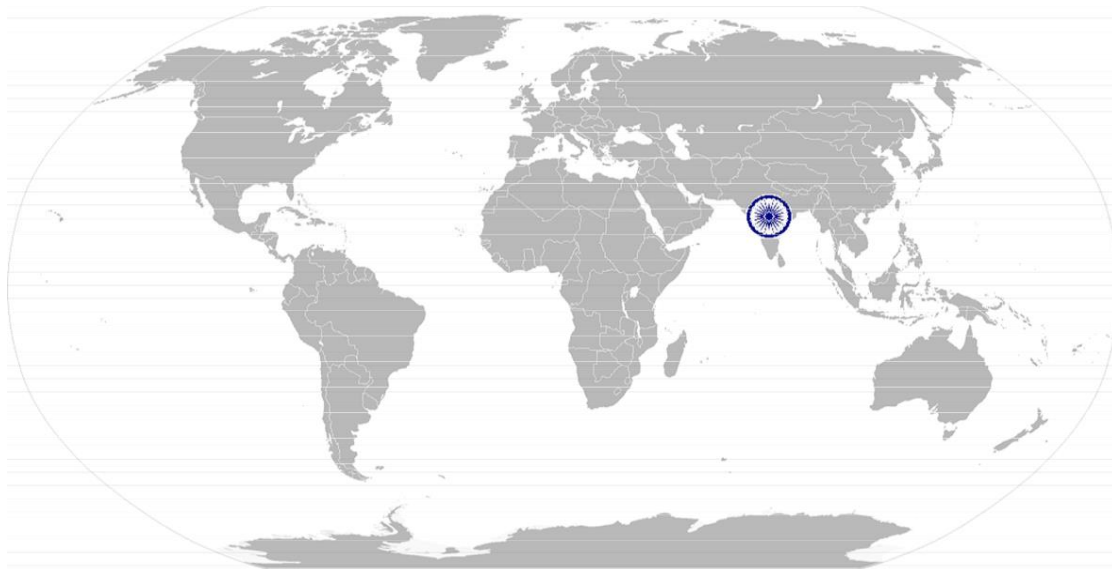
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. Give clear instructions to patients and co-workers</p> <p>SA9. Keep patient informed about progress</p> <p>SA10. Avoid using jargon, slang or acronyms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

HSS/N9603

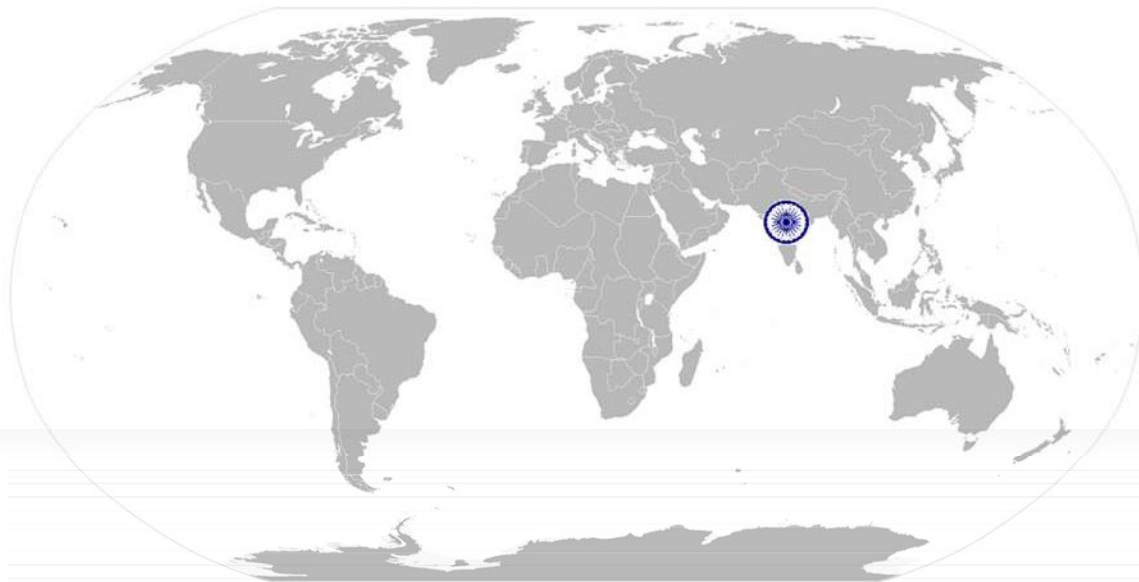
Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/N9603		
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



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: <ul style="list-style-type: none"> Working with other people to meet requirements , Sharing information with others to enable efficient delivery of work , Communicating with other team members and people internal or external to the organisation
Performance Criteria(PC) 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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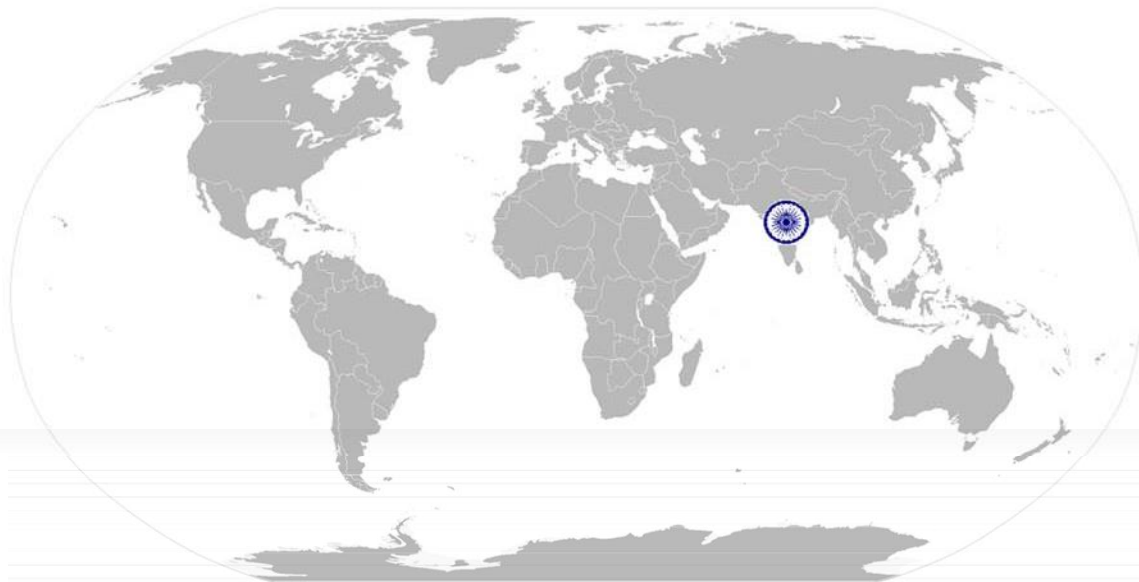
NOS Code	HSS/N9604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



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

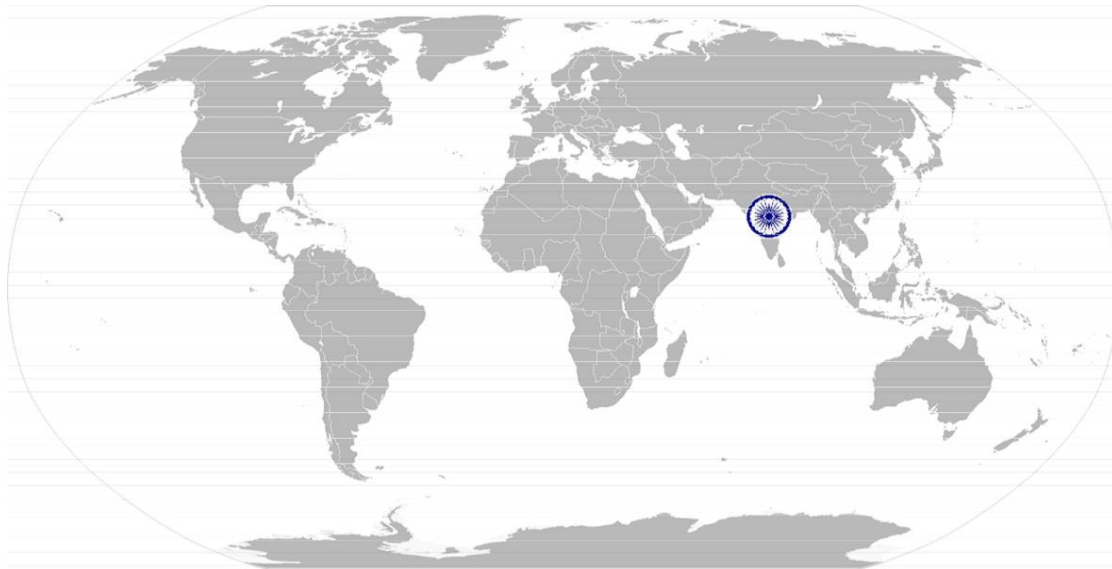
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies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

NOS Version Control

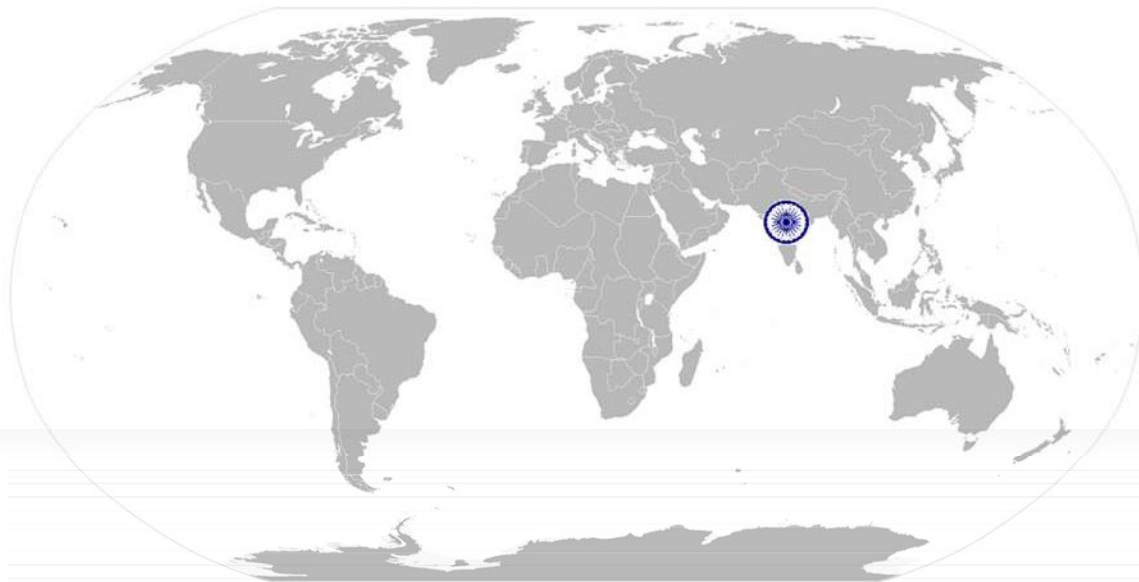
NOS Code	HSS/N9605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



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: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) 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	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
B. Professional Skills	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Customer Centricity</p> <p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

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

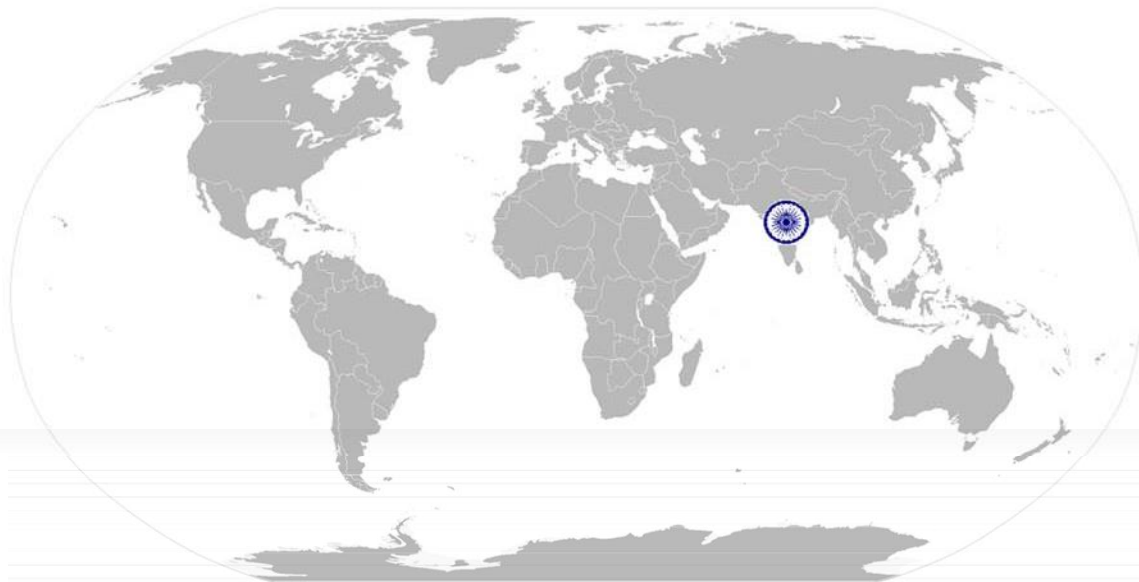
NOS Version Control

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
(Task)	
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice</p> <p>This OS unit applies to all Allied health professionals working in an organized environment and to whom specific regulations and codes of conduct apply</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice <p>Following the code of conduct as described by the healthcare provider</p> <p>Demonstrating best practices while on the field</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one's competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous</p>

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Practice code of conduct while performing duties

	<p>practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> Working outside the boundaries of competence and authority not keeping up to date with best practice poor communication insufficient support lack of resources <p>KB11. The organizational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: 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

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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

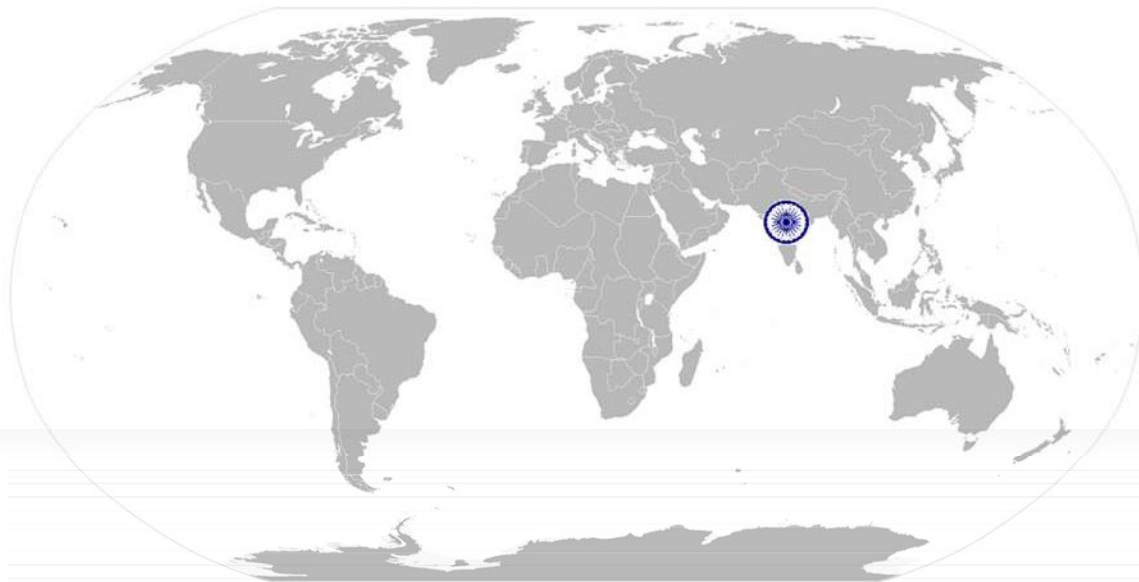
NOS Version Control

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

HSS/N9611

Monitor and assure quality

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to monitor and assure quality

HSS/N9611

Monitor and assure quality

National Occupational Standard

Unit Code	HSS/N9611
Unit Title	Monitor and assure quality
(Task)	
Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitor treatment process/outcomes , Identify problems in treatment process/outcomes , Solve treatment process/outcome problems , Attend class/read publications to continue industry education , Identify needs and expectations of patient/health care professionals
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Conduct appropriate research and analysis PC2. Evaluate potential solutions thoroughly PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly PC5. Report any identified breaches in health, safety, and security procedures to the designated person PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected PC8. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person PC10. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	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 organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. Evaluate treatment goals, process and outcomes KB2. Identify problems/deficiencies in dental hygiene treatment goals, processes and outcomes KB3. Accurately identify problems in dental hygiene care KB4. Conduct research KB5. Select and implement proper hygiene interventions KB6. Obtain informed consent KB7. Conduct an honest self-evaluation to identify personal and professional

HSS/N9611

Monitor and assure quality

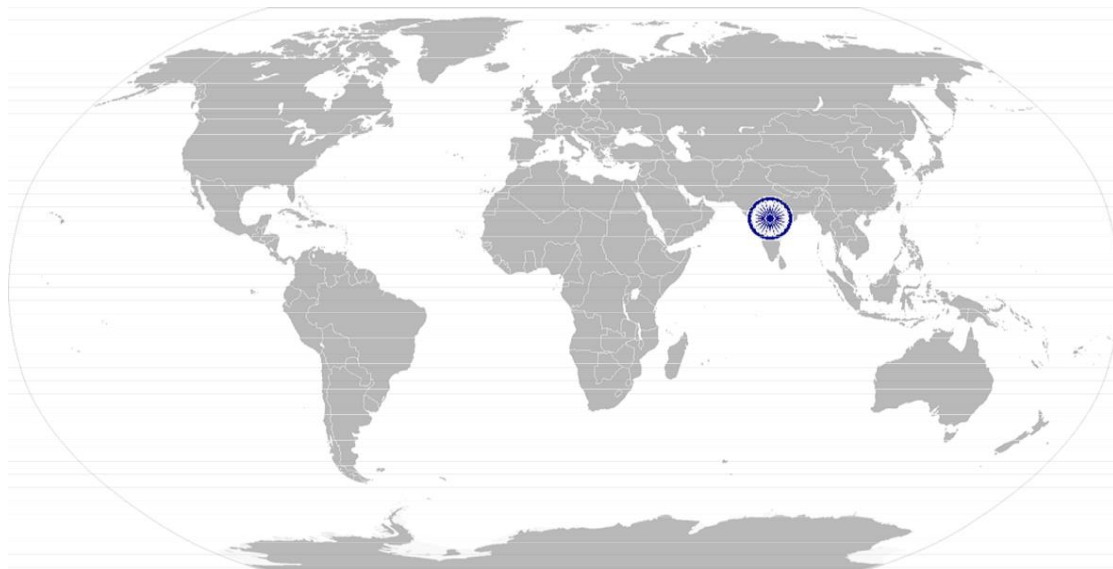
	<p>strengths and weaknesses</p> <p>KB8. Access and interpret medical, and scientific literature</p> <p>KB9. Apply human needs/motivational theory</p> <p>KB10. Provide thorough and efficient individualised care</p> <p>KB11. Employ methods to measure satisfaction</p>
Skills (S)	
A. Core Skills/ Generic 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
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB1. Recommend and implement plan of action
	Customer Centricity
	The user/individual on the job needs to know and understand: SB2. How to make exceptional effort to meet patient needs and resolve conflict to patient satisfaction
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Identify hazards and suggest effective solutions to identified problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Analyse the seriousness of hazards
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB5. Evaluate opportunities to improve health, safety and security SB6. Show understanding and empathy for others	

HSS/N9611

Monitor and assure quality

NOS Version Control

NOS Code	HSS/N9611		
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



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Dental Technician
Qualification Pack Code	HSS/ Q 5301
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 Allotted
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 Allotted
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/ N 5301 Assess Case Requirements	PC1. Thoroughly understand all the instructions provided by dentists	200	20	5	15
	PC2. Identify the materials and equipment required for fabricating the dental device		20	5	15
	PC3. Assess and evaluate the case in a timely manner		10	0	10
	PC4. Assess risks associated with fabrication of the custom-made dental device		20	5	15
	PC5. Prepare equipment and materials required to fabricate casts		25	5	20
	PC6. Ensure that cast is smooth and is properly cleaned before it is evaluated		25	5	20
	PC7. Assess the quality of impressions, casts and occlusal registration to ensure they are prepared as per the prescription		25	5	20
	PC8. Properly handle the impressions to avoid distortion		20	5	15
	PC9. Properly handle received impressions and other items placed in mouth to control infection		20	5	15
	PC10. Contact the prescribing dentist to discuss queries, issues or concerns about the case		5	2	3
	PC11. Clearly communicate the reason, if not able to fabricate the custom-made dental device		5	2	3
	PC12. Identify and manage potential and actual risks to the quality and safety		5	2	3
Total			200	46	154

2.HSS/ N 5302 Fabricate Cast	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	8	3	5
	PC2. Thoroughly understand all the instructions provided by dentists		8	3	5
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		8	3	5
	PC4. Identify the materials and equipment required for preparing the cast		10	2	8
	PC5. Prepare equipment and materials required to fabricate casts		10	2	8
	PC6. Prepare master cast using approved die stone, free of bubble, void or damage		20	5	15
	PC7. Ensure that the master cast is produced according to the guidelines and instructions of the dentist		20	5	15
	PC8. Produce opposing cast using approved base former with approved base stone, and free of bubble, void or damage		20	5	15
	PC9. Ensure that the opposing cast is produced according to the guidelines and instructions of the dentist		20	5	15
	PC10. Articulate cast using proper bite registration material and as per the guidelines		20	5	15
	PC11. Ensure that the die is prepared and evaluated according to the guidelines		20	5	15
	PC12. Assess risks associated with preparation of casts and dies		5	2	3
	PC13. Ensure that cast is smooth and is properly cleaned before it is evaluated		5	2	3
	PC14. Assess the quality of casts and dies to ensure they are prepared as per the prescription		5	2	3
	PC15. Properly handle the impressions to avoid distortion		5	2	3
	PC16. Identify and manage potential and actual risks to the quality and safety		2	0	2
	PC17. Ensure timely implementation of appropriate procedures		2	0	2

	PC18. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		2	0	2
	PC19. Establish trust and rapport with colleagues		2	0	2
	PC20. Maintain competence within one's role and field of practice		2	0	2
	PC21. Promote and demonstrate good practice as an individual and as a team member at all times		2	0	2
	PC22. Identify and manage potential and actual risks to the quality and safety of Practice		2	0	2
	PC23. Evaluate and reflect on the quality of one's work and make continuing improvements		2	0	2
	Total		200	51	149
3.HSS/ N 5303 Fabricate Ceramics Dentures Prosthesis	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	8	3	5
	PC2. Thoroughly understand all the instructions provided by dentists		8	3	5
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		10	2	8
	PC4. Identify the materials and equipment required for producing the ceramic prostheses		10	2	8
	PC5. Prepare equipment and materials required to fabricate the ceramic prostheses		10	2	8
	PC6. Prepare substructure to receive porcelain according to the guidelines and instructions		20	5	15
	PC7. Prepare ceramic restoration that fits properly to the die margins and cast parameters		20	5	15
	PC8. Ensure that the ceramic restoration provides the correct occlusion and articulation as per the requirements		20	5	15
	PC9. Ensure that there is adequate retention and fixing to correctly fit the ceramic restoration in mouth		20	5	15
	PC10. Ensure that the ceramic restoration should not cause damage to tissues in the		20	5	15

	mouth of the patient				
	PC11. Prepare faultless, smooth and properly finished ceramic restoration		20	5	15
	PC12. Assess risks associated with preparation of ceramic prostheses		10	2	8
	PC13. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly		10	2	8
	PC14. Ensure timely implementation of appropriate procedures		2	0	2
	PC15. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		2	0	2
	PC16. Establish trust and rapport with colleagues		2	0	2
	PC17. Maintain competence within one's role and field of practice		2	0	2
	PC18. Promote and demonstrate good practice as an individual and as a team member at all times		2	0	2
	PC19. Identify and manage potential and actual risks to the quality and safety of practice		2	0	2
	PC20. Evaluate and reflect on the quality of one's work and make continuing improvements		2	0	2
	Total		200	46	154
4.HSS/ N 5304 Fabricate Removable Partial Dentures Prostheses	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	2	0	2
	PC2. Thoroughly understand all the instructions provided by dentists		2	0	2
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		3	1	2
	PC4. Identify the materials and equipment required for producing the ceramic prostheses		3	1	2
	PC5. Prepare equipment and materials required to fabricate the ceramic prostheses		3	1	2

PC6. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions	15	5	10
PC7. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist	15	5	10
PC8. Ensure that the master cast is properly cleaned before it is evaluated	15	5	10
PC9. Assess the master cast and design framework	10	2	8
PC10. Prepare refractory cast free of bubble, void or damage, with approved refractory material	15	5	10
PC11. Prepare wax pattern that adapts and seals to the refractory cast as per the design	15	5	10
PC12. Invest the wax pattern that accurately duplicates its shape and anatomic features	10	2	8
PC13. Burnout the wax pattern and cast the framework with alloy according to the guidelines and instructions	10	2	8
PC14. Prepare a framework that fits properly to the master cast	15	5	10
PC15. Evaluate the fit of the framework to the master cast	10	2	8
PC16. Finish and polish the framework	10	2	8
PC17. Arrange teeth on the framework as per the instructions of the dentist	10	2	8
PC18. Prepare the partial denture free of porosity, internal bubbles as per the prescription	15	5	10
PC19. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly	10	2	8
PC20. Assess risks associated with preparation of removable partial dentures	3	1	2
PC21. Ensure timely implementation of appropriate procedures	3	1	2
PC22. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	1	0	1

	PC23. Establish trust and rapport with colleagues		1	0	1
	PC24. Maintain competence within one's role and field of practice		1	0	1
	PC25. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC26. Identify and manage potential and actual risks to the quality and safety of practice		1	0	1
	PC27. Evaluate and reflect on the quality of one's work and make continuing improvements		1	0	1
	Total		200	54	146
5. HSS/ N 5305 Fabricate Complete Dentures Prosthesis	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	3	1	2
	PC2. Thoroughly understand all the instructions provided by dentists		3	1	2
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		6	2	4
	PC4. Identify the materials and equipment required for producing the complete denture		6	2	4
	PC5. Prepare equipment and materials required to fabricate the complete denture		10	2	8
	PC6. Ensure that preliminary cast includes all denture support areas and features that define denture borders		15	5	10
	PC7. Prepare custom impression tray and combination tray that provide room for an even controlled thickness of impression thickness		15	5	10
	PC8. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions		15	5	10
	PC9. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist		15	5	10
	PC10. Ensure that the fabricated baseplate covers the same area as required by the denture and exactly fits the master cast		15	5	10
	PC11. Prepare baseplate that adapts to the occlusion rim and follows the standard		15	5	10

	dimensions				
	PC12. Articulate and index master cast		15	5	10
	PC13. Select and arrange teeth as per anatomical measurements and instructions of the dentist		15	5	10
	PC14. Fabricate the complete denture free of porosity, internal bubbles as per the prescription		15	5	10
	PC15. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly		15	5	10
	PC16. Assess risks associated with preparation of complete dentures		5	2	3
	PC17. Ensure timely implementation of appropriate procedures		5	2	3
	PC18. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		2	0	2
	PC19. Establish trust and rapport with colleagues		2	0	2
	PC20. Maintain competence within one's role and field of practice		2	0	2
	PC21. Promote and demonstrate good practice as an individual and as a team member at all times		2	0	2
	PC22. Identify and manage potential and actual risks to the quality and safety of practice		2	0	2
	PC23. Evaluate and reflect on the quality of one's work and make continuing improvements		2	0	2
	Total		200	62	138
6.HSS/ N 5306 Fabricate Fixed Prostheses	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	2	0	2
	PC2. Thoroughly understand all the instructions provided by dentists		2	0	2
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		4	1	3
	PC4. Identify the materials and equipment required for producing the complete denture		4	1	3

PC5. Prepare equipment and materials required to fabricate the fixed denture	10	2	8
PC6. Create wax patterns that adapts to the cast as per the design	20	5	15
PC7. Sprue and Invest the wax pattern that accurately duplicates its shape and anatomic features	20	5	15
PC8. Burnout the wax pattern and cast with alloy according to the guidelines and instructions	20	5	15
PC9. Properly trim dies and marking margins utilising proper magnification	20	5	15
PC10. Ensure that interproximal contacts are closed on solid cast when seated completely	20	5	15
PC11. Ensure that passively guided centric relation is used as the reference position for occlusal adjustments	20	5	15
PC12. Harmonise the facial and lingual with surrounding dentitions	20	5	15
PC13. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly	20	5	15
PC14. Assess risks associated with preparation of fixed dentures	3	1	2
PC15. Ensure timely implementation of appropriate procedures	3	1	2
PC16. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	2	0	2
PC17. Establish trust and rapport with colleagues	2	0	2
PC18. Maintain competence within one's role and field of practice	2	0	2
PC19. Promote and demonstrate good practice as an individual and as a team member at all times	2	0	2
PC20. Identify and manage potential and actual risks to the quality and safety of practice	2	0	2
PC21. Evaluate and reflect on the quality of one's work and make continuing improvements	2	0	2

		Total	200	46	154
7.HSS/ N 5307 Fabricate Orthodontic Appliances	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	200	2	0	2
	PC2. Thoroughly understand all the instructions provided by dentists		2	0	2
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		5	2	3
	PC4. Identify the materials and equipment required for producing the complete denture		5	2	3
	PC5. Prepare equipment and materials required to fabricate the orthodontic appliance		10	2	8
	PC6. Prepare study cast free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist		14	4	10
	PC7. Articulate study cast using proper bite registration material and as per the guidelines		14	4	10
	PC8. Evaluate study cast and design, and identify required components to fabricate the appliance		14	4	10
	PC9. Fabricate matrixes ensuring that proper size stainless steel band fits the cast, without causing any occlusal interference		14	4	10
	PC10. Create stainless steel band that adapts to the tooth and matched the tissue contour on the cast		14	4	10
	PC11. Select wire of correct gauge and material based on the type of teeth		14	4	10
	PC12. Accurately solder parts of the component		14	4	10
	PC13. Ensure that the component properly fits the cast, without damaging surrounding tissues in the mouth		14	4	10
	PC14. Finish and polish the appliance		14	4	10
	PC15. Ensure that the finished appliance is free of porosity and internal bubbles		14	4	10
	PC16. Ensure that finished appliance is properly cleaned and quality of the product is checked properly		14	4	10
	PC17. Assess risks associated with preparation of orthodontic appliances		5	2	3

	PC18. Ensure timely implementation of appropriate procedures		5	2	3
	PC19. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		2	0	2
	PC20. Establish trust and rapport with colleagues		2	0	2
	PC21. Maintain competence within one's role and field of practice		2	0	2
	PC22. Promote and demonstrate good practice as an individual and as a team member at all times		2	0	2
	PC23. Identify and manage potential and actual risks to the quality and safety of practice		2	0	2
	PC24. Evaluate and reflect on the quality of one's work and make continuing improvements		2	0	2
	Total		200	54	146
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	5	0	5
	PC2. Work within organisational systems and requirements as appropriate to one's role		5	0	5
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		12	6	6
	PC4. Maintain competence within one's role and field of practice		4	0	4

	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		6	3	3
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		6	3	3
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		6	3	3
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		6	3	3
			50	18	32

2. Attiquete

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	6	2	4
	PC2. Work within organisational systems and requirements as appropriate to the role		6	2	4
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		6	2	4
	PC4. Maintain competence within the role and field of practice		4	0	4
	PC5. Use protocols and guidelines relevant to the field of practice		10	5	5
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	0	4
	PC7. Identify and manage potential and actual risks to the quality and patient safety		4	0	4
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		10	5	5
			50	16	34

3. 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		12	6	6

	of his/her job role				
			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. Quality Assurance

HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	50	6	2	4
	PC2. Evaluate potential solutions thoroughly		8	4	4
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		4	0	4
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		8	4	4
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person		4	2	2
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		4	4	0
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		4	4	0
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		4	4	0
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4	0
	PC10. Complete any health and safety records legibly and accurately		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	Marks Allocation

		(80)	Theory
1.HSS/ N 5301 Assess Case Requirements	PC1. Thoroughly understand all the instructions provided by dentists	8	8
	PC2. Identify the materials and equipment required for fabricating the dental device		
	PC3. Assess and evaluate the case in a timely manner		
	PC4. Assess risks associated with fabrication of the custom-made dental device		
	PC5. Prepare equipment and materials required to fabricate casts		
	PC6. Ensure that cast is smooth and is properly cleaned before it is evaluated		
	PC7. Assess the quality of impressions, casts and occlusal registration to ensure they are prepared as per the prescription		
	PC8. Properly handle the impressions to avoid distortion		
	PC9. Properly handle received impressions and other items placed in mouth to control infection		
	PC10. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC11. Clearly communicate the reason, if not able to fabricate the custom-made dental device		
	PC12. Identify and manage potential and actual risks to the quality and safety		
Total			8
2.HSS/ N 5302 Fabricate Cast	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12
	PC2. Thoroughly understand all the instructions provided by dentists		
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC4. Identify the materials and equipment required for preparing the cast		
	PC5. Prepare equipment and materials		

	required to fabricate casts	
	PC6. Prepare master cast using approved die stone, free of bubble, void or damage	
	PC7. Ensure that the master cast is produced according to the guidelines and instructions of the dentist	
	PC8. Produce opposing cast using approved base former with approved base stone, and free of bubble, void or damage	
	PC9. Ensure that the opposing cast is produced according to the guidelines and instructions of the dentist	
	PC10. Articulate cast using proper bite registration material and as per the guidelines	
	PC11. Ensure that the die is prepared and evaluated according to the guidelines	
	PC12. Assess risks associated with preparation of casts and dies	
	PC13. Ensure that cast is smooth and is properly cleaned before it is evaluated	
	PC14. Assess the quality of casts and dies to ensure they are prepared as per the prescription	
	PC15. Properly handle the impressions to avoid distortion	
	PC16. Identify and manage potential and actual risks to the quality and safety	
	PC17. Ensure timely implementation of appropriate procedures	
	PC18. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	
	PC19. Establish trust and rapport with colleagues	
	PC20. Maintain competence within one's role and field of practice	
	PC21. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC22. Identify and manage potential and actual risks to the quality and safety of Practice	

	PC23. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
3.HSS/ N 5303 Fabricate Ceramics Dentures Prostheses	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12
	PC2. Thoroughly understand all the instructions provided by dentists		
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC4. Identify the materials and equipment required for producing the ceramic prostheses		
	PC5. Prepare equipment and materials required to fabricate the ceramic prostheses		
	PC6. Prepare substructure to receive porcelain according to the guidelines and instructions		
	PC7. Prepare ceramic restoration that fits properly to the die margins and cast parameters		
	PC8. Ensure that the ceramic restoration provides the correct occlusion and articulation as per the requirements		
	PC9. Ensure that there is adequate retention and fixing to correctly fit the ceramic restoration in mouth		
	PC10. Ensure that the ceramic restoration should not cause damage to tissues in the mouth of the patient		
	PC11. Prepare faultless, smooth and properly finished ceramic restoration		
	PC12. Assess risks associated with preparation of ceramic prostheses		
	PC13. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly		
	PC14. Ensure timely implementation of appropriate procedures		
	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		
	PC20. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
4.HSS/ N 5304 Fabricate Removable Partial Dentures Prostheses	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12
	PC2. Thoroughly understand all the instructions provided by dentists		
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC4. Identify the materials and equipment required for producing the ceramic prostheses		
	PC5. Prepare equipment and materials required to fabricate the ceramic prostheses		
	PC6. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions		
	PC7. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist		
	PC8. Ensure that the master cast is properly cleaned before it is evaluated		
	PC9. Assess the master cast and design framework		
	PC10. Prepare refractory cast free of bubble, void or damage, with approved refractory material		
	PC11. Prepare wax pattern that adapts and seals to the refractory cast as per the design		
	PC12. Invest the wax pattern that accurately duplicates its shape and anatomic features		

	PC13. Burnout the wax pattern and cast the framework with alloy according to the guidelines and instructions		
	PC14. Prepare a framework that fits properly to the master cast		
	PC15. Evaluate the fit of the framework to the master cast		
	PC16. Finish and polish the framework		
	PC17. Arrange teeth on the framework as per the instructions of the dentist		
	PC18. Prepare the partial denture free of porosity, internal bubbles as per the prescription		
	PC19. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly		
	PC20. Assess risks associated with preparation of removable partial dentures		
	PC21. Ensure timely implementation of appropriate procedures		
	PC22. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC23. Establish trust and rapport with colleagues		
	PC24. Maintain competence within one's role and field of practice		
	PC25. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC26. Identify and manage potential and actual risks to the quality and safety of practice		
	PC27. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
5. HSS/ N 5305 Fabricate Complete Dentures	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12

Prostheses	PC2. Thoroughly understand all the instructions provided by dentists	
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case	
	PC4. Identify the materials and equipment required for producing the complete denture	
	PC5. Prepare equipment and materials required to fabricate the complete denture	
	PC6. Ensure that preliminary cast includes all denture support areas and features that define denture borders	
	PC7. Prepare custom impression tray and combination tray that provide room for an even controlled thickness of impression thickness	
	PC8. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions	
	PC9. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist	
	PC10. Ensure that the fabricated baseplate covers the same area as required by the denture and exactly fits the master cast	
	PC11. Prepare baseplate that adapts to the occlusion rim and follows the standard dimensions	
	PC12. Articulate and index master cast	
	PC13. Select and arrange teeth as per anatomical measurements and instructions of the dentist	
	PC14. Fabricate the complete denture free of porosity, internal bubbles as per the prescription	
	PC15. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly	
	PC16. Assess risks associated with preparation of complete dentures	
	PC17. Ensure timely implementation of appropriate procedures	
	PC18. Recognise the boundary of one's role and responsibility and seek supervision from	

	superior when situations are beyond one's competence and authority		
	PC19. Establish trust and rapport with colleagues		
	PC20. Maintain competence within one's role and field of practice		
	PC21. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC22. Identify and manage potential and actual risks to the quality and safety of practice		
	PC23. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
6.HSS/ N 5306 Fabricate Fixed Prostheses	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12
	PC2. Thoroughly understand all the instructions provided by dentists		
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC4. Identify the materials and equipment required for producing the complete denture		
	PC5. Prepare equipment and materials required to fabricate the fixed denture		
	PC6. Create wax patterns that adapts to the cast as per the design		
	PC7. Sprue and Invest the wax pattern that accurately duplicates its shape and anatomic features		
	PC8. Burnout the wax pattern and cast with alloy according to the guidelines and instructions		
	PC9. Properly trim dies and marking margins utilising proper magnification		

	PC10. Ensure that interproximal contacts are closed on solid cast when seated completely		
	PC11. Ensure that passively guided centric relation is used as the reference position for occlusal adjustments		
	PC12. Harmonise the facial and lingual with surrounding dentitions		
	PC13. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly		
	PC14. Assess risks associated with preparation of fixed dentures		
	PC15. Ensure 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		
	PC18. Maintain competence within one's role and field of practice		
	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		
	Total		12
7.HSS/ N 5307 Fabricate Orthodontic Appliances	PC1. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures	12	12
	PC2. Thoroughly understand all the instructions provided by dentists		
	PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case		
	PC4. Identify the materials and equipment required for producing the complete denture		

PC5. Prepare equipment and materials required to fabricate the orthodontic appliance	
PC6. Prepare study cast free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist	
PC7. Articulate study cast using proper bite registration material and as per the guidelines	
PC8. Evaluate study cast and design, and identify required components to fabricate the appliance	
PC9. Fabricate matrixes ensuring that proper size stainless steel band fits the cast, without causing any occlusal interference	
PC10. Create stainless steel band that adapts to the tooth and matched the tissue contour on the cast	
PC11. Select wire of correct gauge and material based on the type of teeth	
PC12. Accurately solder parts of the component	
PC13. Ensure that the component properly fits the cast, without damaging surrounding tissues in the mouth	
PC14. Finish and polish the appliance	
PC15. Ensure that the finished appliance is free of porosity and internal bubbles	
PC16. Ensure that finished appliance is properly cleaned and quality of the product is checked properly	
PC17. Assess risks associated with preparation of orthodontic appliances	
PC18. Ensure timely implementation of appropriate procedures	
PC19. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	
PC20. Establish trust and rapport with colleagues	
PC21. Maintain competence within one's role and field of practice	
PC22. Promote and demonstrate good practice as an individual and as a team	

	member at all times		
	PC23. Identify and manage potential and actual risks to the quality and safety of practice		
	PC24. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
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	
3. Quality Assurance			
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	4	4
	PC2. Evaluate potential solutions thoroughly		

PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		
PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		
PC5. Report any identified breaches in health, safety, and security procedures to the designated person		
PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		
PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		
PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		
PC10. Complete any health and safety records legibly and accurately		
Total		4
Part 2 Total	10	10
Grand Total-2 (Soft Skills and Communication)		20

