

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

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

Contact Us:

Healthcare Sector Skill Council
711, 7th Floor,DLF Tower A, Jasola District Centre, New Delhi – 110025, Ph : 011 40505850
Email ID :

info@healthcare-ssc.in



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Introduction

Qualifications Pack- Dento Oral Hygienist

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Dento Oral Hygienist

REFERENCE ID: HSS/Q2201

ALIGNED TO: NCO-2004/NIL

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

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

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

Job Details	Qualifications Pack Code	HSS/Q2201		
	Job Role	Dento Oral Hygienist		
	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	Dento Oral Hygienist	Next review date	10/12/2016
	NSQC Clearance on	18/05/2015		

Job Role	Dento Oral Hygienist
Role Description	A dental allied professional who provides preventive oral health, typically focusing on techniques in oral hygiene.
NSQF level	5
Minimum Educational Qualifications*	Class XII in Science or Level 4 Dental Assistant with 3 years of experience in the field or Level 4 Dental Technician with two years of experience in the field
Maximum Educational Qualifications*	Not Applicable
Training (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/N2201: Promote community oral health. 2. HSS/N2202: Perform infection control and safety procedures 3. HSS/N2203: Perform risk management/ patient assessment 4. HSS/N2204: Plan to provide dental hygiene treatment 5. HSS/N2205: Provide preventive dental hygiene care 6. HSS/N2206: Assist in providing therapeutic treatment 7. HSS/N2207: Perform stress/anxiety and pain control procedures 8. HSS/N2208: Maintain records, inventory and equipment 9. HSS/N2209: Promote and practice productivity/growth 10. HSS/N9603: Act within the limits of one's competence and authority 11. HSS/N9604: Work effectively with others 12. HSS/N9605: Manage work to meet requirements

	13. HSS/N9611: Monitor and assure quality
	Optional N.A
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.

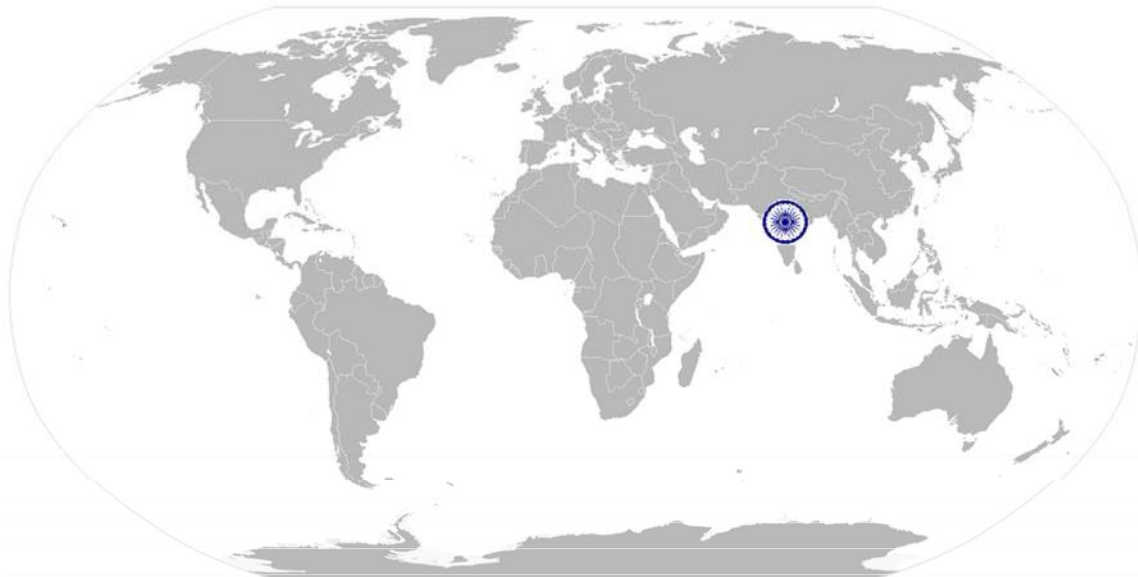
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
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Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
DCI	Dental council of India
DH	Dento Oral Hygienist
MHRD	Ministry of human resource development
NOS	National Occupational Standard(s)
NVEQF	National vocational education qualifications framework
NVQF	National vocational qualifications framework
OS	Occupational Standard(s)
QP	Qualifications Pack

HSS/N2201

Promote community oral health

National Occupational Standard



Overview

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

HSS/N2201

Promote community oral health

National Occupational Standard	Unit Code	HSS/N2201
	Unit Title	Promote community oral health
	Description	This OS unit is about promoting community oral health under the direct supervision of a licensed dental practitioner
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Identifying behavioural health risks ,Providing preventive health counselling/ referrals and public oral health education ,Assessing public oral health care needs
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Identifying behavioural health risks ,Providing preventive health counselling/ referrals and public oral health education ,Assessing public oral health care needs	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Consistently demonstrate good personal health habits</p> <p>PC2. Consistently demonstrated meticulous personal hygiene</p> <p>PC3. Accurately provide appropriate education of behaviour health risk relationships</p> <p>PC4. Effectively provide appropriate health behaviour counselling</p> <p>PC5. Accurately inform the role of oral health in total health</p> <p>PC6. Assess the oral health care needs of the community</p> <p>PC7. Identify barriers to oral health care in the community</p> <p>PC8. Reduce or eliminate barriers to oral health care</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. How to prepare content for promotional material</p> <p>KA2. How to collect and record feedback about the services at the helpdesk</p> <p>KA3. Promotion policy and procedures guidelines</p> <p>KA4. Relevant protocols, good practices, standards, policies and procedures followed</p>
	B. Technical Knowledge	<p>The user/individual on the job should have:</p> <p>KB1. Knowledge of habits/lifestyle choices which increase health risks</p> <p>KB2. Knowledge of communicable diseases, modes of transmission, methods of control and related personal and public health risks</p> <p>KB3. Ability to recognise signs and symptoms of chemical dependency</p> <p>KB4. Knowledge of the potential impact of chemical abuse/ dependency on the individual, families and society</p> <p>KB5. Ability to identify habits/lifestyle choices which increase health risks</p> <p>KB6. Knowledge of the potential impact of chemical abuse/dependency on the individual, families and society</p> <p>KB7. Knowledge of resources and treatment options available for persons with behavioural health risks</p> <p>KB8. Knowledge of oral epidemiology</p> <p>KB9. Ability to gather, interpret and present public oral health statistics</p> <p>KB10. Knowledge of effective educational methods/strategies for small and large</p>

HSS/N2201

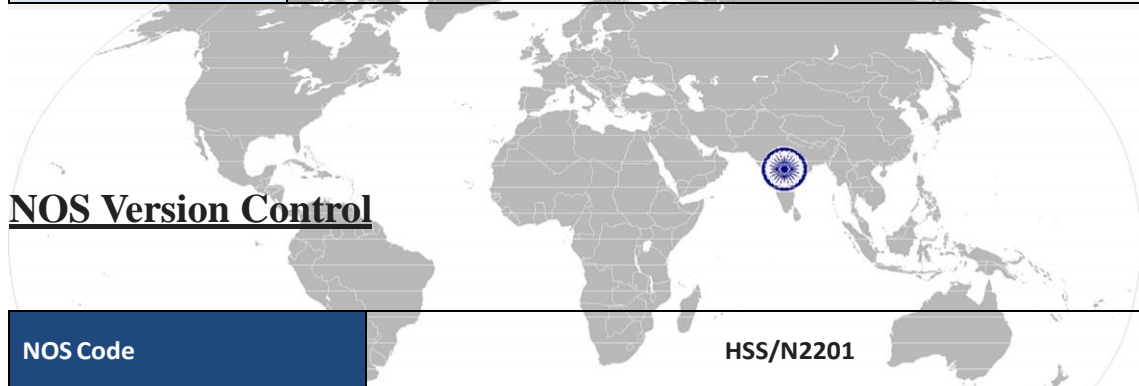
Promote community oral health

	<p>groups</p> <p>KB11. Ability to develop and present educational programs</p> <p>KB12. Ability to describe and discuss the relationship between oral and general health</p> <p>KB13. Ability to gather and interpret public oral health statistics</p> <p>KB14. Ability to collaborate with public and private health, school and community representatives</p> <p>KB15. Knowledge of effective community oral health programs and their care delivery systems</p> <p>KB16. Knowledge of common barriers to oral health care</p> <p>KB17. Knowledge of cultural and ethical standards/beliefs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write and/or assist in writing educational material SA2. Record the completion of the procedure with relevant details SA3. Update the dentist and the other co-workers with relevant clinical notes
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read the dentists instructions and interpret it correctly SA5. Comprehend important instructions mentioned in workplace safety pamphlets or procedure manual to reading labels and handling chemical such as cleaning fluids and material
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Discuss procedures with the patient and make him/ her feel comfortable SA7. Provide appropriate verbal/nonverbal communication SA8. Answer questions that patient may have SA9. Listen and understand workplace instructions SA10. Clarify workplace instructions when necessary SA11. Communicate in English or a community language, depending on patient group and organisation requirements
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions regarding the preparation method SB2. Apply best practices in existing process to drive improvements
	Plan and Organize
	The user/individual on the job must be able to: SB3. Document the procedure completion and any observations SB4. Devise/implement plan of action SB5. Complete all activities accurately and in a timely and safe manner
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Use patient centric approach

HSS/N2201

Promote community oral health

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Solve problems including the ability to use available resources, assemble equipment SB8. Analyse possible causes/reasons SB9. Generate/evaluate solutions SB10. Proactively work to identify/remove barriers
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Interpret the observations and design a solution for that SB12. Synthesize information SB13. Use the existing experience for improving the preparation & cleaning process
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action



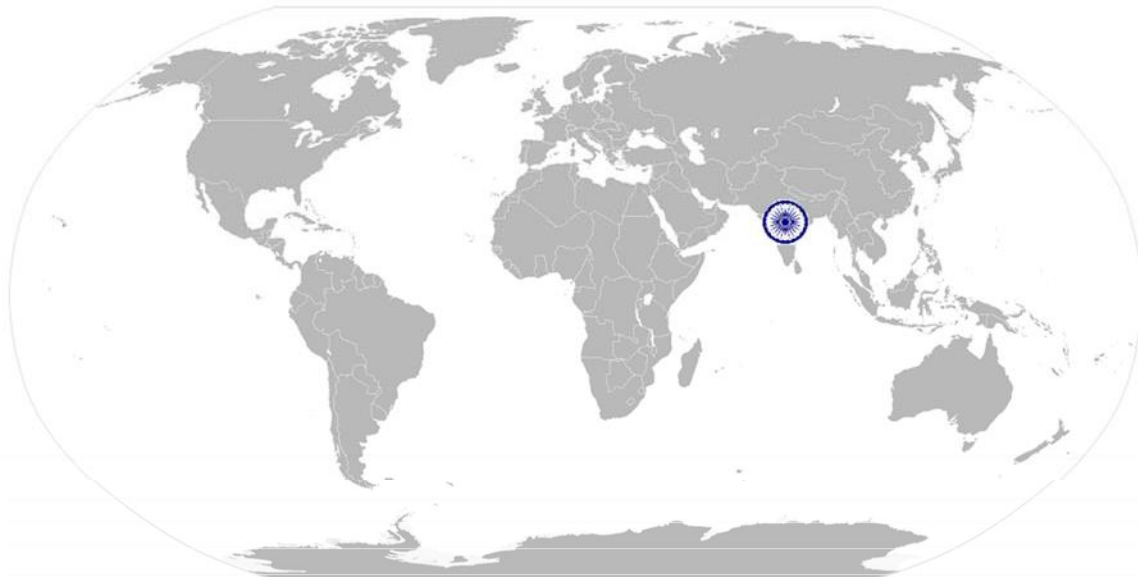
NOS Version Control

NOS Code	HSS/N2201		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2202

Perform infection control and safety procedures

National Occupational Standard



Overview

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

HSS/N2202

Perform infection control and safety procedures

National Occupational Standard

Unit Code	HSS/N2202
Unit Title	Perform infection control and safety procedures
(Task)	Perform infection control and safety procedures
Description	This OS unit is about the necessary steps needed for performing infection control and safety procedures.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Disinfecting and preparing patient treatment areas , Preparing, sterilising and storing instruments/equipment, Handling and processing hazardous materials, Maintaining local, state, and federal documentation , Reviewing local, state, and federal compliance for revisions and applications
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job needs to know and understand:</p> <p>PC1. How to select appropriate personal protective equipment and use it in accordance with local, state and federal requirements for all clinical and laboratory procedures</p> <p>PC2. Patient treatment areas are thoroughly and efficiently disinfected</p> <p>PC3. Patient treatment areas are thoroughly prepared</p> <p>PC4. Preparation is completed in a timely manner as per the protocol</p> <p>PC5. All clinical instruments and equipment are thoroughly prepared and sterilise in accordance with local, state, federal and manufacturer’s recommendations</p> <p>PC6. Preparation is completed in a timely manner as per protocol</p> <p>PC7. All hazardous materials are safely handled, labelled and disposed of through strict adherence to local, state and federal regulations</p> <p>PC8. All exposure incident reports are thoroughly and accurately completed according to regulation standards</p> <p>PC9. All exposure follow-up procedures are promptly and thoroughly completed according to regulation standards</p> <p>PC10. That compliance with recommended/required local, state and federal infection control is effectively monitored</p> <p>PC11. That compliance with recommended/required local, state and federal safety procedures is effectively monitored</p> <p>PC12. Breaches in compliance are accurately identified</p> <p>PC13. Breaches in compliance are immediately reported to the assigned local, state and federal safety officer</p> <p>PC14. Solutions for problems related to infection control and/or safety procedures are accurately developed and implemented</p>

HSS/N2202

Perform infection control and safety procedures

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The importance of understanding the infection control and safety procedures KA2. Different infection control and safety procedures lists KA3. Relevant protocols, good practices, standards, policies and procedures KA4. Safety and environmental aspects related to workplace operation and manual handling, including workplace hazards KA5. How to comply with enterprise requirements, legislation, infection control and relevant health regulations
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. Apply completed local, state and federal training KB2. Use local, state and federal guidelines for personal protective equipment KB3. Match personal protective equipment requirements with potential procedural risks KB4. Apply current local, state, federal guidelines for infection control KB5. Use the different chemical disinfectants and their recommended applications KB6. Select and prepare dental equipment, instruments and materials KB7. Apply current local, state, federal, and manufacturer recommendations KB8. Interpret and apply labelling information KB9. Perform individual facility's waste management/disposal procedures KB10. Apply current legal requirements for local, state and federal documentation and records management KB11. Comply with current standards for reporting and management of exposure incidents KB12. Apply the required procedure to report performance deficiencies and/or procedural violations
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record the unusual symptoms during the procedure SA2. Create detailed supporting documents SA3. Interpret charts, graphs and symbols
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read the dentist's instructions and interpret it correctly SA5. Comprehend important instructions mentioned in clinical notes
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Ask questions SA7. Interpret and clarify information SA8. Provide clear information SA9. Listen and understand workplace instructions
	B. Professional Skills
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Carry out all work according to safe working guidelines

HSS/N2202

Perform infection control and safety procedures

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

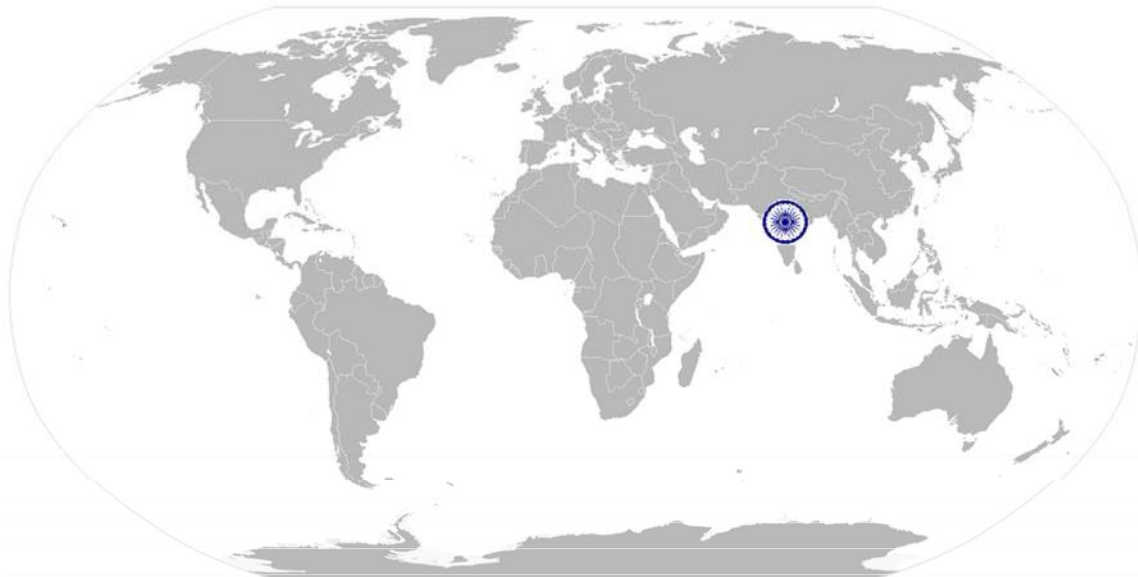
NOS Version Control

NOS Code	HSS/N2202		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2203

Perform risk management/patient assessment

National Occupational Standard



Overview

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

HSS/N2203

Perform risk management/patient assessment

National Occupational Standard

Unit Code	HSS/N2203
Unit Title	Perform risk management/patient assessment
(Task)	Perform risk management/patient assessment
Description	This OS unit is about performing risk management/patient assessment
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Identify and confirm risks associated with the delivery of care Manage and document risks associated with the delivery of care Perform and record patient general physical evaluation Perform and record extraoral and intraoral examinations Determine the need for and recommend diagnostic records Obtain and document diagnostic records
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Record an accurate and comprehensive health, social and dental history for each patient</p> <p>PC2. Accurately identify potential oral health risk factors and patient concerns</p> <p>PC3. Identify potential risks associated with the delivery of care</p> <p>PC4. Obtain thorough medical clearance for the patient presenting unstable or suspected health conditions</p> <p>PC5. Clearly and accurately document medical alerts and required risk management strategies</p> <p>PC6. Perform all risk management procedures accurately and conscientiously</p> <p>PC7. Manage emergencies/complications efficiently and effectively in accordance with recommended emergency protocol</p> <p>PC8. Document utilised risk management procedures accurately</p> <p>PC9. Record overall appearance, gait and movements of patient</p> <p>PC10. Record and measure vital signs including respiration rate, pulse and blood pressure accurately</p> <p>PC11. Perform clinical extraoral and intraoral examination thoroughly and systematically</p>
Knowledge and Understanding (K)	
A. 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. Safety and environmental aspects related to workplace operation</p> <p>KA2. The importance of asepsis as a contribution to care</p> <p>KA3. How to follow relevant protocols, good practices, standards, policies and procedures while transferring the patient</p> <p>KA4. How to use equipment and techniques correctly to avoid injury or inconvenience to the patient</p>

HSS/N2203

Perform risk management/patient assessment

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The ability to complete a comprehensive health history and general physical evaluation</p> <p>KB2. The current legal requirements for maintaining patient records</p> <p>KB3. The ability to identify history findings which require treatment modification, consultation, or referral</p> <p>KB4. The requirements for a thorough medical clearance</p> <p>KB5. The ability to apply current risk management protocols</p> <p>KB6. The ability to recognise medical emergencies and follow recommended emergency procedures</p> <p>KB7. The potential postoperative complications and their management</p> <p>KB8. The ability to apply risk management protocols</p> <p>KB9. The ability to measure and record vital signs</p> <p>KB10. The ability to identify potential disease processes</p> <p>KB11. The ability to accurately evaluate and interpret oral radiographs</p> <p>KB12. The universally accepted dental/periodontal charting systems/methods</p> <p>KB13. The ability to differentiate between normal and abnormal head, neck and oral anatomy</p> <p>KB14. The ability to safely produce diagnostic/archival quality intraoral and extraoral radiographs and photographs</p> <p>KB15. The ability to safely produce diagnostic quality impressions and occlusal registrations</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Create detailed supporting documents</p> <p>SA2. Research additional information sources</p> <p>SA3. Ensure work is completed systematically with attention to detail without damaging equipment or causing injury to oneself or others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read instructions written on equipment, workplace safety or procedure manual and reading labels</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Ask question</p> <p>SA6. Listen and understand workplace instruction</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Use proper body mechanics while moving the patient</p> <p>SB2. Summarise, integrate and analyse information about which equipment to use and how to use them to ensure patient safety</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to:</p> <p>SB3. Complete all activities accurately and in a timely and safe manner</p>

HSS/N2203

Perform risk management/patient assessment

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Have patience and take proper patient care
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Look for solution to problem SB6. Propose simple technological solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Analyse task/technology relationship SB8. Monitor safe and efficient utilisation of materials
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

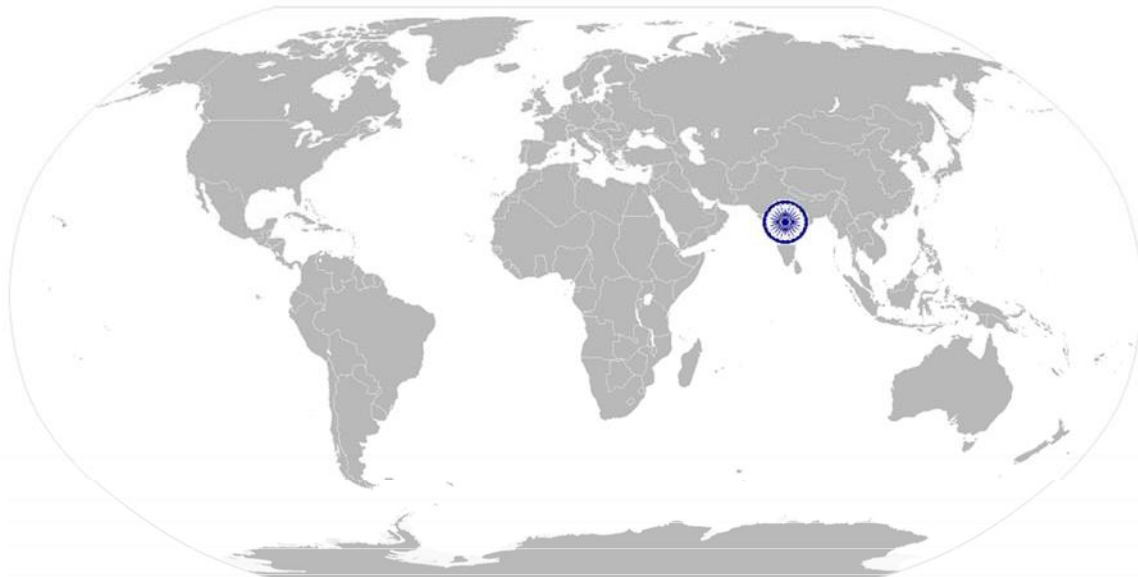
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Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2204

Plan to provide dental hygiene treatment

National Occupational Standard



Overview

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

HSS/N2204

Plan to provide dental hygiene treatment

National Occupational Standard

Unit Code	HSS/N2204
Unit Title	Plan to provide dental hygiene treatment
Description	This OS unit is about the Plan to Provide dental Hygiene Treatment.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Develop and record the dental hygiene diagnosis , Develop and record the preventive and therapeutic dental hygiene treatment plan , Present the preventive and therapeutic dental hygiene treatment plan
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Develop and record the dental hygiene diagnosis , Develop and record the preventive and therapeutic dental hygiene treatment plan , Present the preventive and therapeutic dental hygiene treatment plan	To be competent, the user/individual on the job must be able to: PC1. Accurately identify and evaluate patient data PC2. Develop and record the dental hygiene diagnosis PC3. Develop and record the preventive and therapeutic dental hygiene treatment plan PC4. Present the preventive and therapeutic dental hygiene treatment plan PC5. Obtain informed consent PC6. Prepare for patient care PC7. Maintain clinical asepsis throughout procedures PC8. Prepare patient for care PC9. Develop a thorough and appropriate therapeutic treatment plan accurately PC10. Check that patient's mouth is free of lipstick, gum and lozenges PC11. Check that antibacterial mouthwash is available for patient pre-rinsing
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The organisation's policies and procedures followed KA2. Organisation requirements relating to immunisation and take standard precautions where applicable
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to accurately apply current dental and periodontal disease classification systems KB2. How to recognise factors which may influence oral and general health KB3. How to develop differential diagnoses KB4. How to make and justify diagnostic decisions KB5. How to accurately explain dental hygiene diagnoses KB6. How to select and plan dental hygiene services which best meet patient needs KB7. How to recognise the need for and make appropriate referral KB8. How to accurately explain dental hygiene treatment options, costs, risks and benefits KB9. The legal requirements for and components of informed consent KB10. The ethical and legal standards in patient record keeping and communication KB11. How to interpret medical/dental histories

HSS/N2204

Plan to provide dental hygiene treatment

	<p>KB12. The different disease transmission modes</p> <p>KB13. The antibacterial rinses and the benefits of pre-procedure rinsing</p> <p>KB14. How to adjust the dental chair to accommodate individual patient conditions/needs</p> <p>KB15. How to explain dental/dental hygiene procedures</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Create detailed supporting documents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Follow instructions as specified in the protocols
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Listen patiently SA4. Communicate appropriate verbal/non-verbal messages SA5. Provide feedback (verbal and non-verbal) to encourage smooth flow of information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Analyse individual response, detect underlying issues and resolve conflict to patient's satisfaction SB2. Apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to: SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. Consistently follow the procedure for washing and drying hands SB5. Consistently maintain clean surfaces and manage blood and body fluid spills
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Be a good listener and be sensitive to patient SB7. Avoid unwanted and unnecessary communication with patients SB8. Maintain eye contact and non-verbal communication
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. Communicate only facts and not opinions SB10. Give feedback when required SB11. Ability to present complex ideas/information and pose critical questions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Interpret, clarify, analyse and summarise information SB13. Examine task/ technology relationship

HSS/N2204

Plan to provide dental hygiene treatment

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

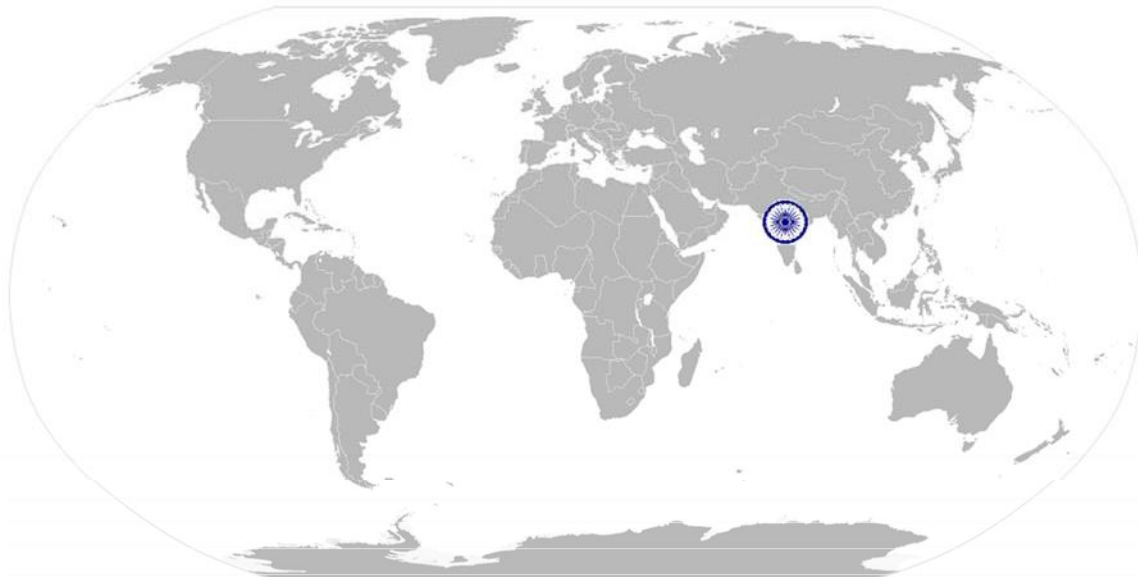
NOS Code	HSS/N2204		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17



HSS/N2205

Provide preventive dental hygiene care

National Occupational Standard



Overview

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

HSS/N2205

Provide preventive dental hygiene care

National Occupational Standard

Unit Code	HSS/N2205
Unit Title	Provide preventive dental hygiene care
(Task)	Provide preventive dental hygiene care
Description	This OS unit is about Providing preventive dental hygiene care to patient.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Providing bacterial plaque control education , Providing nutritional counselling for general and oral health , Providing and recording nutritional counselling referrals for simple diet/health relationships , Provide smoking/tobacco cessation counselling and referrals , Assessing the need and recommend topical and systemic fluorides , Applying and monitoring topical fluorides , Recommending pit and fissure sealants
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Describe accurately the location, composition and properties of bacterial plaque and their relationship to oral disease</p> <p>PC2. Recommend plaque control tools and procedures</p> <p>PC3. Explain the importance of diet and nutrition in maintaining oral and general health</p> <p>PC4. Assess the quality of patient’s diet accurately</p> <p>PC5. Implement and develop appropriate strategies to overcome barriers to nutritional compliance</p> <p>PC6. Identify signs of significant nutritional disorders</p> <p>PC7. Suspect patients with untreated or poorly controlled eating disorders, systemic disease or complicated medication regimens are promptly referred to a qualified care provider</p> <p>PC8. Explain the relationship between oral health, general health and tobacco use</p> <p>PC9. Identify ‘Triggers’ which lead to tobacco use</p>
Knowledge and Understanding (K)	
A. 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. Personal hygiene protocols</p> <p>KA2. Standard procedures to prevent infection spread and maintain medical asepsis</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The oral pathology and microbiology</p> <p>KB2. How to select and effectively use educational aids</p> <p>KB3. How to describe and explain the etiology, progression and significance of bacterial plaque related oral disease</p> <p>KB4. How to assess individual comprehension, dexterity and ability to perform tasks</p> <p>KB5. How to modify home care methods and tools to accommodate individuals with special needs/abilities</p> <p>KB6. How to explain relationships between diet/food/nutrients and general/oral</p>

HSS/N2205

Provide preventive dental hygiene care

	<p>health and disease</p> <p>KB7. How to accurately collect, analyse and evaluate patient diet/nutrition data</p> <p>KB8. The effects of smoking and tobacco use on general and oral health</p> <p>KB9. How to perform and teach oral self-exams</p> <p>KB10. The available fluoride compounds and their related indications for use</p> <p>KB11. How to disclose and remove or supervise patient removal of plaque</p> <p>KB12. How to describe, perform and supervise safe and effective topical fluoride applications</p> <p>KB13. How to quickly calculate the amount of fluoride ingested and implement appropriate emergency treatment</p> <p>KB14. How to identify teeth which meet the current selection criteria for sealant placement</p> <p>KB15. How to identify dental caries</p> <p>KB16. The pit and fissure sealant application</p> <p>KB17. How to explain post-operative procedures</p> <p>KB18. How to recognise and manage orthostatic hypotension/syncope</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record and report routine protocols SA2. Use writing skills as required to fulfil job roles in a safe manner and as specified by organisation
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Follow instructions as specified SA4. Follow procedures and guidelines as specified SA5. Use reading skills as required to fulfil job roles in a safe manner and as specified by organisation at a level of skill that includes the ability to understand symbols used, reading workplace safety pamphlets or procedure manuals, and reading labels
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Interact with the patient and explain the importance of hygiene care SA7. Make observations and communicate them correctly to the medical professionals
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Present basic ideas and information to take a decision SB2. Monitor safe and efficient utilisation of materials
	Plan and Organize
	The user/individual on the job needs to know and understand on how to: SB3. Devise and implement plan of action SB4. Efficiently manage time SB5. Dispose biomedical waste as per guidelines

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Provide preventive dental hygiene care

	Customer Centricity
	The user/individual on the job needs to: SB6. Display empathy with patient and relatives SB7. Comply with patient privacy requirements SB8. Keep all equipment used on the patient clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. Solve problems including an ability to use available resources SB10. Deal with conflict SB11. Identify basic and routine faults and problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Perform minor maintenance procedures SB13. Analyse data SB14. Recognise hazards related to the use of each item
	Critical Thinking
The user needs to know and understand how to: SB15. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

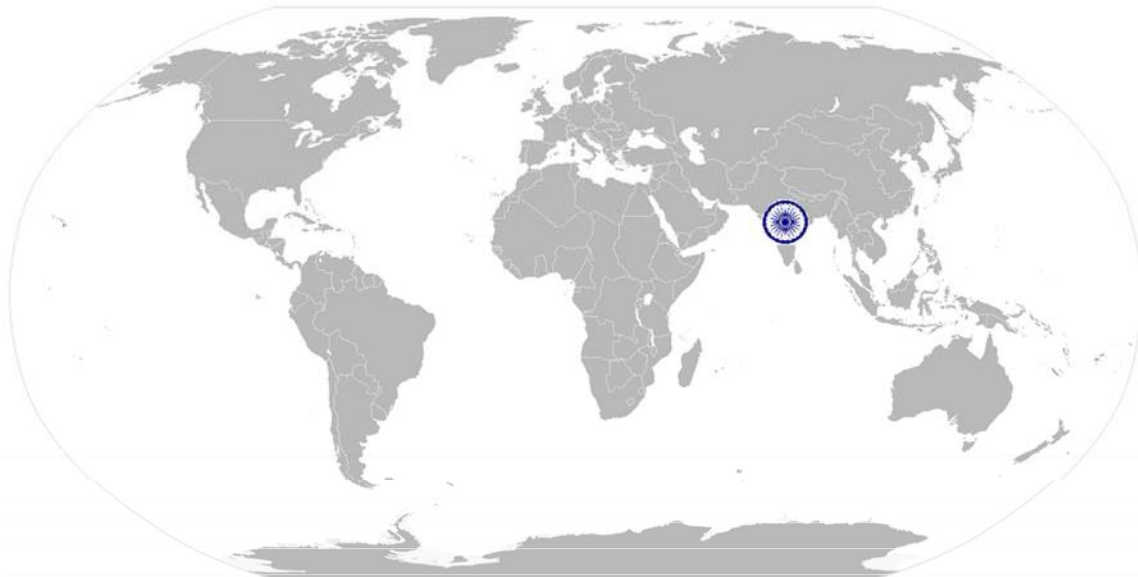
NOS Version Control

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Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2206

Assist in providing therapeutic treatment

National Occupational Standard



Overview

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

HSS/N2206

Assist in providing therapeutic treatment

National Occupational Standard

Unit Code	HSS/N2206
Unit Title (Task)	Assist in providing therapeutic treatment
Description	This OS unit is about providing therapeutic treatment to the patient under the direct supervision of dentist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Perform closed periodontal debridement ,Evaluate and clean removable intraoral appliances/prosthesis ,Evaluate tissue response , Establish a recommended professional care interval , Provide dentine hypersensitivity control , Place and remove periodontal dressings ,Remove surgical sutures and evaluate wound healing
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Treat supra-gingival and subgingival tooth surfaces of accessible plaque, plaque by-products and calculus</p> <p>PC2. Completely control bleeding</p> <p>PC3. Use the appliances/prostheses carefully and make sure that they are free of removable plaque, calculus and stain</p> <p>PC4. Perform a thorough re-evaluation of the periodontal condition which is accurately completed four to six weeks after the last debridement appointment</p> <p>PC5. Carefully select and recommend appropriate desensitizing materials and procedures</p> <p>PC6. Properly prepare the wound site and dressing material</p> <p>PC7. Ensure that the dressing is properly adapted to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference</p> <p>PC8. Ensure that the dressing is properly removed from the wound site following the prescribed healing time</p> <p>PC9. Promptly consult the Dentist when healing is unusually delayed or infection is suspected</p> <p>PC10. Ensure that the wound site is free of debris and all sutures are properly and thoroughly removed</p> <p>PC11. Ensure that residual plaque or calculus deposits are carefully removed from adjacent tooth surfaces when associated with tissue inflammation or delayed wound healing</p> <p>PC12. Instruct the patient clearly and accurately about the follow-up procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. All activities are carried out in accordance with organisation policies, procedures and infection control guidelines and under the direction of health professional</p> <p>KA2. How to perform the different procedures under the supervision on dentist</p> <p>KA3. What is the significance of each procedure in patient management</p> <p>KA4. How to follow standard procedures and policies to prevent spread of</p>

HSS/N2206

Assist in providing therapeutic treatment

its processes)	infection, avoid discomfort to the patient and ensure continued treatment
B. Technical Knowledge	<p>The user/individual on the job should have the:</p> <p>KB1. Ability to detect and effectively remove accessible supra-gingival and subgingival bacterial plaque, plaque by-products and calculus</p> <p>KB2. Ability to evaluate and re-contour restorations</p> <p>KB3. Ability to apply recommended anti-microbial agents and suctioning techniques</p> <p>KB4. Ability to maintain a clear operating field/assess and control bleeding</p> <p>KB5. Ability to evaluate intraoral removable appliance/prostheses fit and care</p> <p>KB6. Ability to identify oral inflammation and pathology</p> <p>KB7. Ability to select appropriate cleaning solutions and perform cleaning techniques based on appliance/prostheses compositional materials</p> <p>KB8. Ability to perform, interpret and compare thorough periodontal examinations</p> <p>KB9. Knowledge of accepted current diagnostic and treatment options for recalcitrant periodontal sites</p> <p>KB10. Ability to perform re-treatment and monitoring, microbiologic and/or host response diagnostic tests</p> <p>KB11. Ability to determine an appropriate interval of professional care based on individual patient conditions/needs</p> <p>KB12. Knowledge of the multi factorial etiology of dentinal hypersensitivity</p> <p>KB13. Ability to select appropriate desensitising products/procedures based on individual patient needs</p> <p>KB14. Ability to select appropriate instruments/materials</p> <p>KB15. Ability to prepare, place, adapt, mould, trim and remove periodontal dressings</p> <p>KB16. Ability to explain the rationale, methods, proper care and follow up procedures for periodontal dressings</p> <p>KB17. Ability to recognise and manage orthostatic hypotension/syncope</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 and report patient's condition</p> <p>SA2. Provide written instructions</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read organisation policy and procedures for patient confidentiality and privacy</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Communicate to the patient at every stage of the procedure</p> <p>SA5. Interpret patients request and try to incorporate them</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make minor modifications in the procedure to improve patients comfort</p>

HSS/N2206

Assist in providing therapeutic treatment

	Plan and Organize
	The user/individual on the job needs to: SB2. Ensure that the equipment for the procedure is in place and functioning normally
	Customer Centricity
	The user/individual on the job needs to: SB3. Be sensitive to the patients SB4. Stop, modify or update the technique of the procedure based on patient's convenience
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Modify the procedure to enhance comfort level SB6. Work as part of a team and follow directions from operating room health professionals to avoid any miscommunication
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Manoeuvre a procedure in order to reduce discomfort or pain to the patient SB8. Analyse/synthesise information SB9. Examine task/technology relationship
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

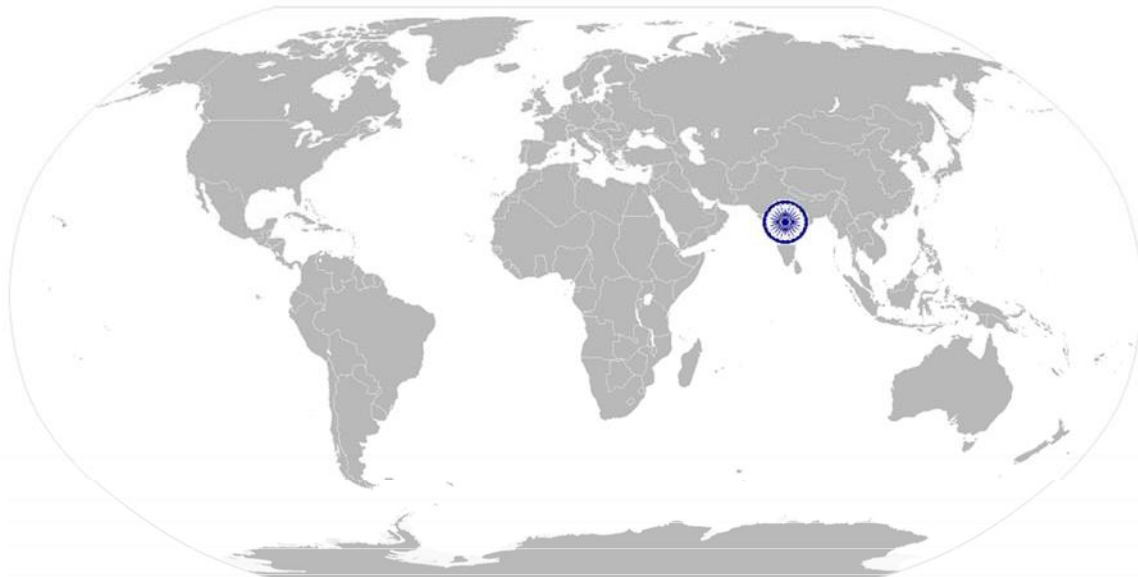
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NOS Code	HSS/N2206		
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Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2207

Perform stress/anxiety and pain control procedures

National Occupational Standard



Overview

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

HSS/N2207

Perform stress/anxiety and pain control procedures

National Occupational Standard

Unit Code	HSS/N2207
Unit Title	Perform stress/anxiety and pain control procedures
Description	This OS unit is about Performing stress/anxiety and pain control procedures.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Plan and implement stress reduction protocols , Prepare for local anaesthetic administration , Prepare for nitrous oxide/oxygen conscious sedation administration , Administer and document nitrous oxide/oxygen conscious sedation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Plan and implement stress reduction protocols , Prepare for local anaesthetic administration , Prepare for nitrous oxide/oxygen conscious sedation administration ,Administer and document nitrous oxide/oxygen conscious sedation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Promptly consult a Dentist when a patient presents symptoms of anxiety or stress</p> <p>PC2. Accurately plan in collaboration with the dentist/physician and patient an appropriate stress reduction protocol</p> <p>PC3. Implement planned stress reduction protocol</p> <p>PC4. Complete dental procedures with reasonable comfort and minimal anxiety</p> <p>PC5. Complete planned dental procedures without stress-related complications</p> <p>PC6. Appropriately select local anaesthetic agents and determine the safe dose</p> <p>PC7. Prepare necessary armamentarium accurately</p> <p>PC8. Perform nitrous oxide/oxygen conscious sedation accurately</p>
Knowledge and Understanding (K)	
A. 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. Work health and safety(WHS) procedures</p> <p>KA2. Overview of operating room air-conditioning and ventilation systems and their impact on the technician's role and work practices</p> <p>KA3. Medical terms used in the operating room relevant to the technician's role</p> <p>KA4. Medico-legal requirements relevant to role and scope of work practice</p> <p>KA5. The local, state and federal infection control/safety guidelines</p> <p>KA6. The State Dental Practice Acts and the legal scope of practice for licensed Dento Oral Hygienists</p>
B. Technical Knowledge	<p>The user/individual on the job should have the:</p> <p>KB1. Ability to perform and interpret a comprehensive physical evaluation and dental examination</p> <p>KB2. Ability to recognise signs of anxiety and identify potential risks</p> <p>KB3. Ability to initiate, complete and document thorough dental/medical Consultations</p> <p>KB4. Ability to accurately interpret and implement stress reduction protocols</p> <p>KB5. Ability to perform patient management techniques</p> <p>KB6. Ability to monitor patient response to treatment</p> <p>KB7. Ability to select and prepare local anaesthetic armamentarium</p> <p>KB8. Knowledge of nitrous oxide and oxygen pharmacology, physiology, clinical actions, indications and contraindications</p> <p>KB9. Ability to review and interpret patient histories</p> <p>KB10. Knowledge of nitrous oxide/oxygen equipment, safety requirements and</p>

HSS/N2207

Perform stress/anxiety and pain control procedures

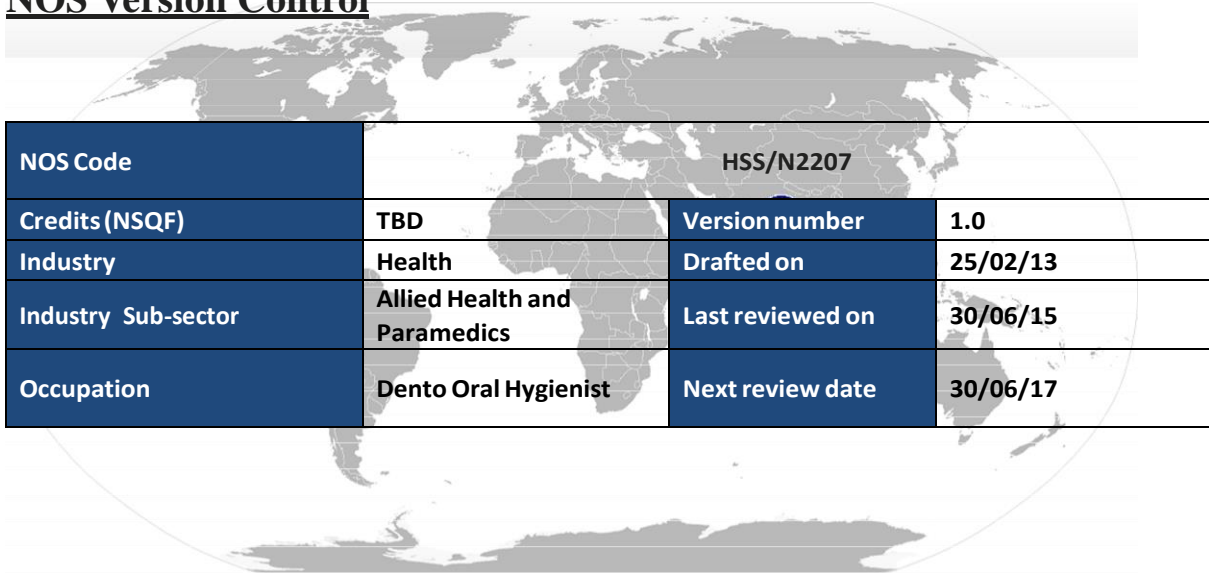
	<p>preparation procedures</p> <p>KB11. Ability to appropriately explain the post-operative precautions to the patient</p> <p>KB12. Ability to determine indication for/contraindications to nitrous oxide/oxygen conscious sedation</p> <p>KB13. Knowledge about the nitrous oxide and oxygen compressed gas cylinders equipment are functional, safe, and completely prepared and are terminated in accordance with currently accepted nitrous oxide/oxygen inhalation sedation guidelines</p> <p>KB14. Ability to perform patient preparation and management techniques</p> <p>KB15. Ability to maintain appropriate flow and gas concentration levels</p> <p>KB16. Ability to recognise and manage the signs and symptoms of inadequate, ideal and over sedation and delayed recovery</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record performed measurements SA2. Utilise mathematical formulas and processes
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read and follow instructions as specified on the file
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Verify the observations by asking questions to the patient SA5. Communicate appropriate verbal/non-verbal information SA6. Communicate the observations to the nurse verbally
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Know which type of observations need to be reported immediately v/s which observations are to be reported as routine
	Plan and Organize
	The user/individual on the job needs to: SB2. Follow procedures for timely set-up, trouble-shooting, and shut-down of equipment SB3. Work as part of a team and follow directions from operating room health professionals
	Customer Centricity
	The user/individual on the job needs to: SB4. Maintain patient confidentiality SB5. Be sensitive to the patients
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. Identify basic and routine faults and problems with surgical equipment SB7. Provide simple solutions SB8. Deal with difficult co-workers and conflict

HSS/N2207

Perform stress/anxiety and pain control procedures

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Differentiate between what is a serious observation vs. a routine observation SB10. Use correct procedures for: - adjustment of surgical equipment - attachment and detachment of relevant equipment - maintenance of sterility - turning on/ shutting down surgical equipment
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

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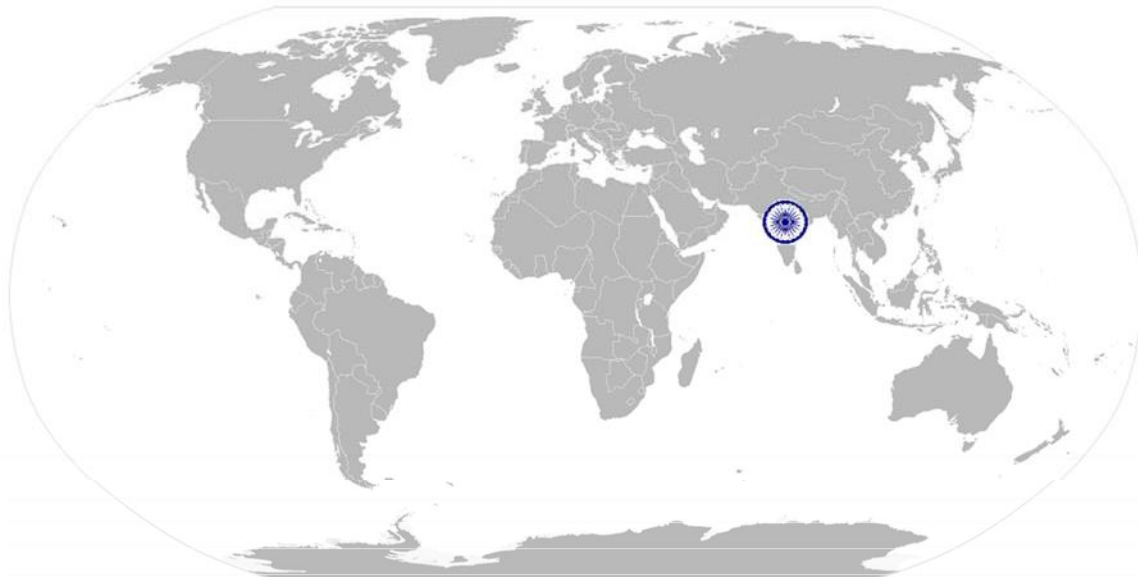


NOS Code	HSS/N2207		
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Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

HSS/N2208

Maintain records, inventory and equipment

National Occupational Standard



Overview

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

HSS/N2208

Maintain records, inventory and equipment

National Occupational Standard	Unit Code	HSS/N2208
	Unit Title	Maintain records, inventory and equipment
	(Task)	Maintain records, inventory and equipment
	Description	This OS unit is about Maintaining records, inventory and equipment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Documenting patient information , Perform and record maintenance on equipment ,Perform inventory control
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Documenting patient information , Perform and record maintenance on equipment ,Perform inventory control	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Accurately complete patient treatment plans and informed consent documents</p> <p>PC2. Record all related insurance information or data accurately</p> <p>PC3. Record entries accurately that are dated and signed by provider</p> <p>PC4. Record and effectively maintain patient treatment plans and informed consent documents</p> <p>PC5. Maintain equipment maintenance procedures accurately in accordance with manufacturer recommendations and organisation policy</p> <p>PC6. Accurately complete all equipment maintenance records/logs thoroughly</p> <p>PC7. Maintain Dental supplies in appropriate quantities to meet usage rates, shelf life, storage capacity and practice budgetary requirements</p> <p>PC8. Store products in accordance with manufacturer’s recommendations</p> <p>PC9. Maintain accurate, complete and up-to-date inventory records and in accordance with office procedure</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. How to record and make product purchase requests in accordance with organisational policy and procedure</p> <p>KA2. How to understand system organisation and hierarchy</p> <p>KA3. How to exhibit commitment to the organisation and ensure work quality</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to effectively apply medical-legal guidelines for completing and maintaining patient records</p> <p>KB2. How to correctly apply medical/dental terminology</p> <p>KB3. How to write legible, thorough, accurate and concise patient care notes</p> <p>KB4. The current requirement for the technology available to manage patient information</p> <p>KB5. How to apply medical-legal guidelines for completing and maintaining patient records</p> <p>KB6. How to accurately interpret manufacturer instructions for dental equipment maintenance</p> <p>KB7. How to perform and record dental equipment maintenance procedures</p> <p>KB8. How to identify equipment performance problems</p>	

HSS/N2208

Maintain records, inventory and equipment

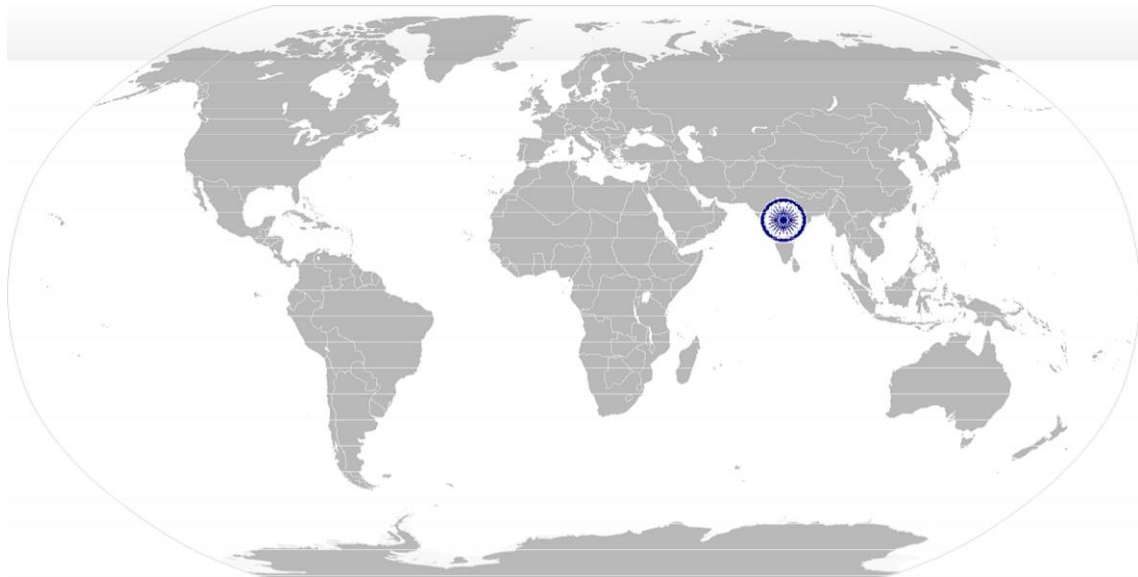
	KB9. How to use manual and computerised inventory management systems KB10. How to conduct timely and effective inventory procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record stats correctly SA2. Create detailed supporting documents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Follow instructions as specified by the dentist SA4. Read correctly and avoid errors
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Communicate to the patient prior to moving the patient SA6. Coach and mentor team members
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Identify significant changes in the measurements and inform them to the dentist SB2. Work as part of a team and follow directions from health professionals
	Plan and Organize
	The user/individual on the job needs to: SB3. Ensure that the correct equipment is in place to make measurements SB4. Calibrate the equipment before taking measurements
	Customer Centricity
	The user/individual on the job needs to: SB5. Use appropriate procedures depending upon the patient's condition and comfort
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. Inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Recognise hazards related to the use of each item SB8. Follow procedures for timely set-up, trouble-shooting, and shut-down of equipment
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/N2208

Maintain records, inventory and equipment

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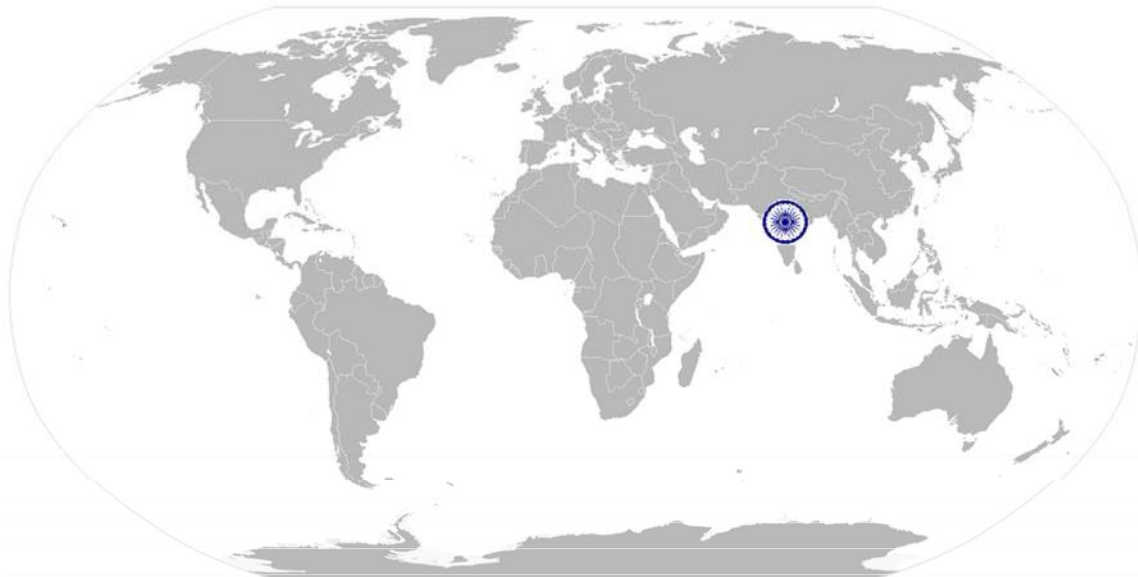
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Industry	Health	Drafted on	25/02/13
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Occupation	Dento Oral Hygienist	Next review date	30/06/17



HSS/N2209

Promote and practice productivity/growth

National Occupational Standard



Overview

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

HSS/N2209

Promote and practice productivity/growth

National Occupational Standard

Unit Code	HSS/N2209
Unit Title	Promote and Practice productivity/growth
Description	This OS unit is about promoting and practicing productivity/growth.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Develop and practice productivity and growth goals , Develop strategies to monitor goal achievement , Identify factors which limit or decrease productivity/ growth , Develop and implement strategies to overcome productivity/growth problems Research and develop internal and external marketing plans ,Implement internal and external marketing plans
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Practice productivity goals effectively in collaboration with dental team members and/or professional consultants</p> <p>PC2. List factors limiting productivity/growth accurately and honestly</p> <p>PC3. Develop and implement strategies in collaboration with internal/external sources</p>
Knowledge and Understanding (K)	
A. 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. People who make up the team and how they fit into the organisation's work</p> <p>KA2. Responsibilities of the team and their importance to the organisation</p> <p>KA3. Business, mission, and objectives of the organisation</p> <p>KA4. Effective working relationships with the people outside the immediate team with whom he/she works on a regular basis</p> <p>KA5. Procedures in the organisation to deal with conflict and poor working relationships</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental practice economics and dental teamwork</p> <p>KB2. How to work effectively in a team</p> <p>KB3. How to evaluate and adjust patient continuing care systems, scheduling and flow to maximise practice productivity while maintaining quality</p> <p>KB4. How to prepare and organise a personal productivity record</p> <p>KB5. How to prioritise and balance practice productivity, quality of care and personal goals</p> <p>KB6. How to motivate individuals to follow through with recommended treatment plans</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Communicate essential information to colleagues in writing</p> <p>SA1. Ability to summarise information and create original documents</p> <p>SA2. Write effective e-mails to communicate with the team members and other people outside the team</p>

HSS/N2209

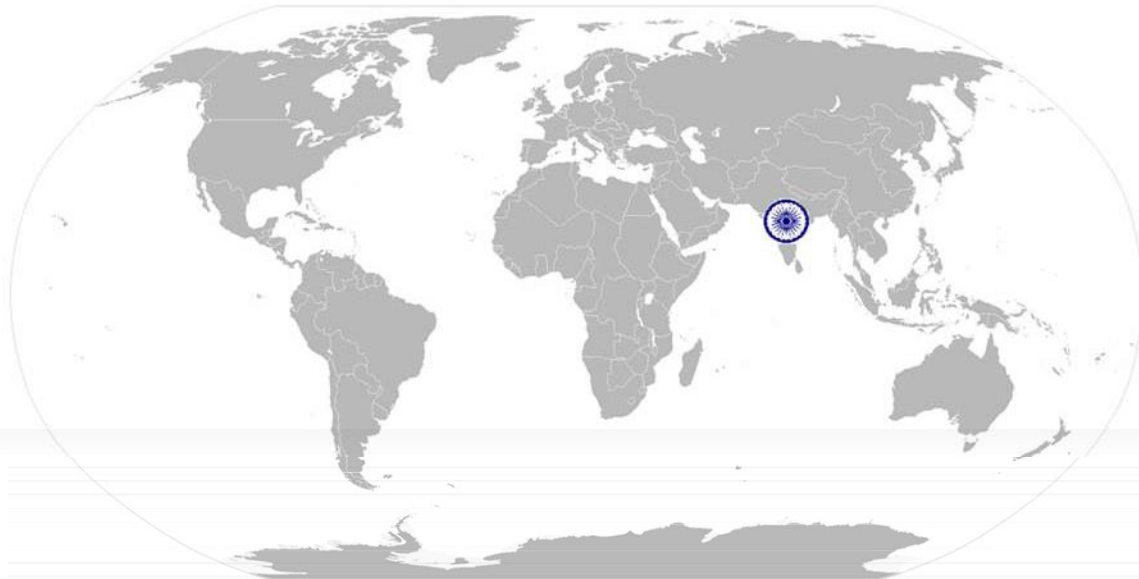
Promote and practice productivity/growth

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read and understand essential information
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate essential information to colleagues face-to-face or through telecommunications
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. Plan and organise files/documents SB3. Ability to devise/implement plans of action
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Use a patient centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Identify problems and implement effective solutions
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable

NOS Version Control

NOS Code	HSS/N2209		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17

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

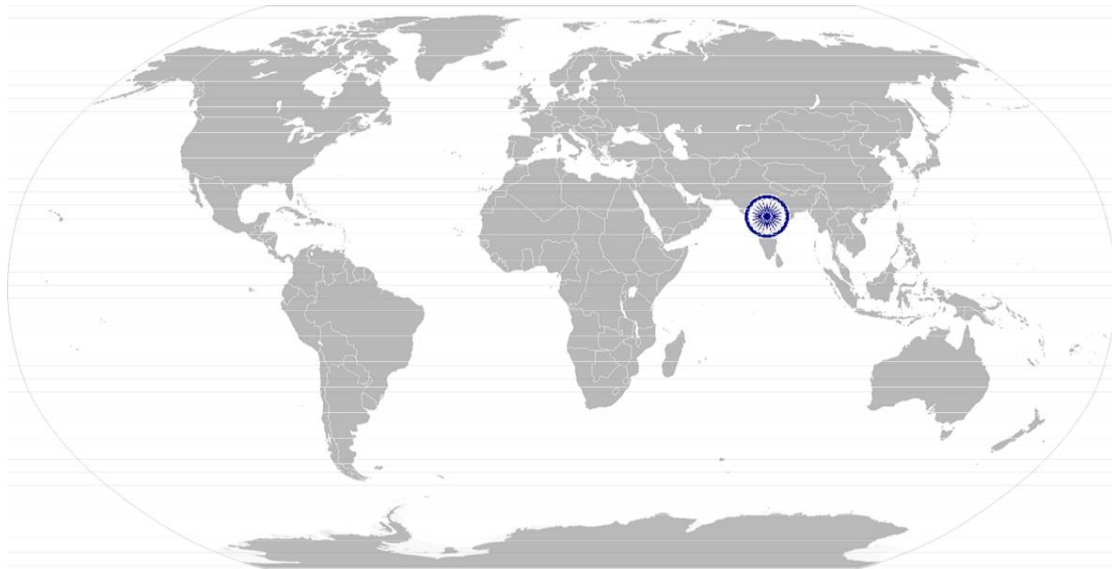
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with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

HSS/N9603

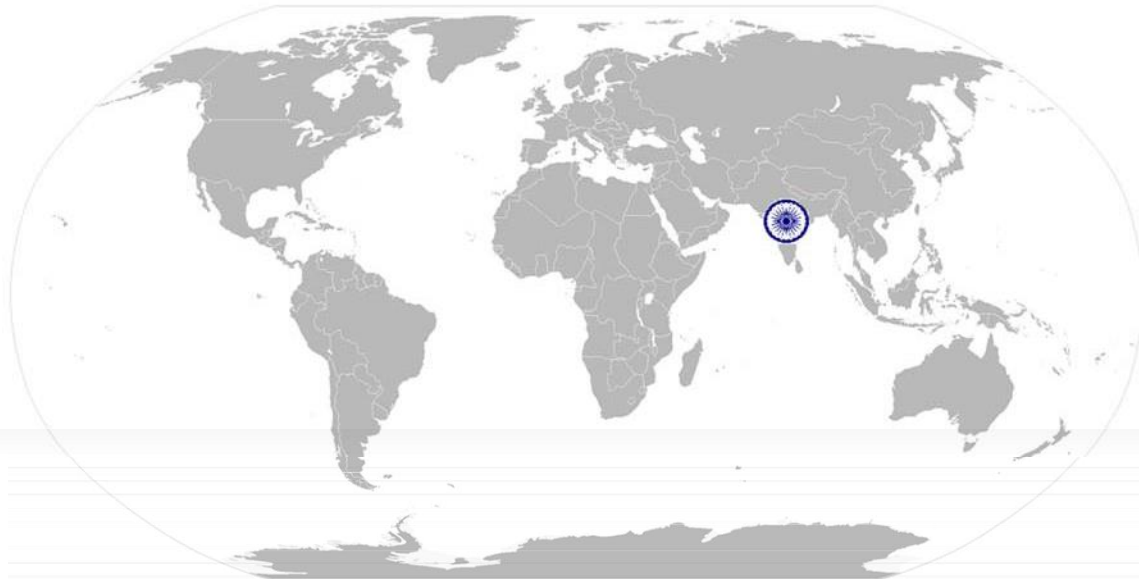
Act within the limits of one's competence and authority

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

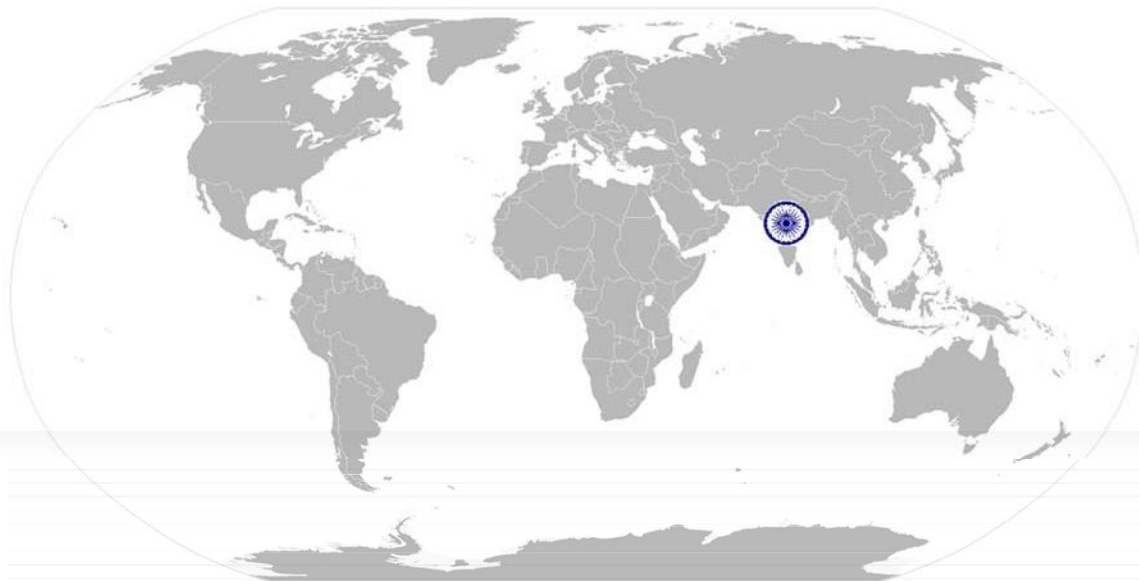
	Critical Thinking
	Not applicable

NOS Version Control

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



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

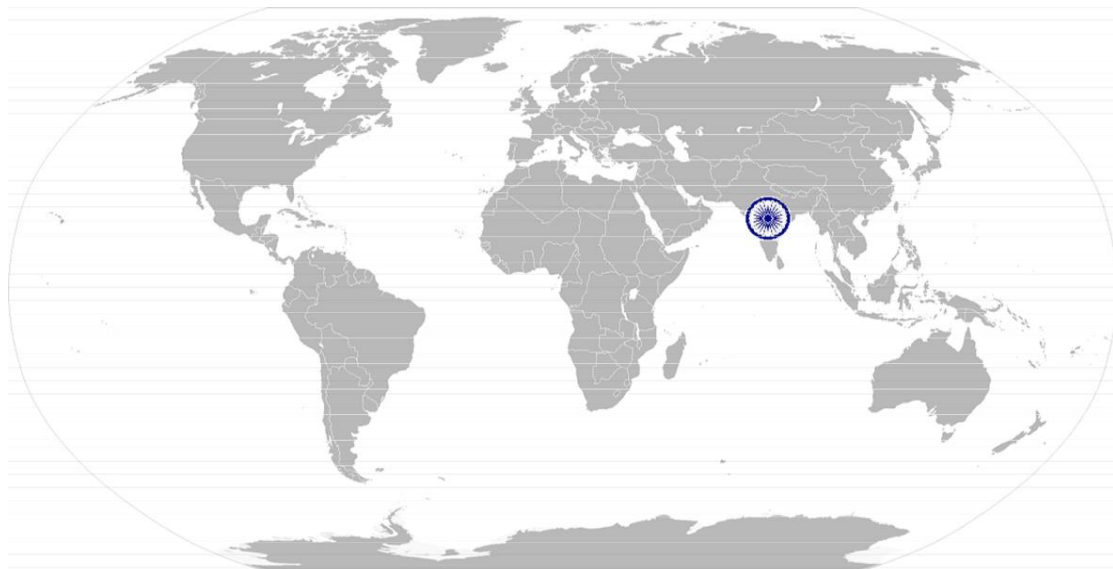
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies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

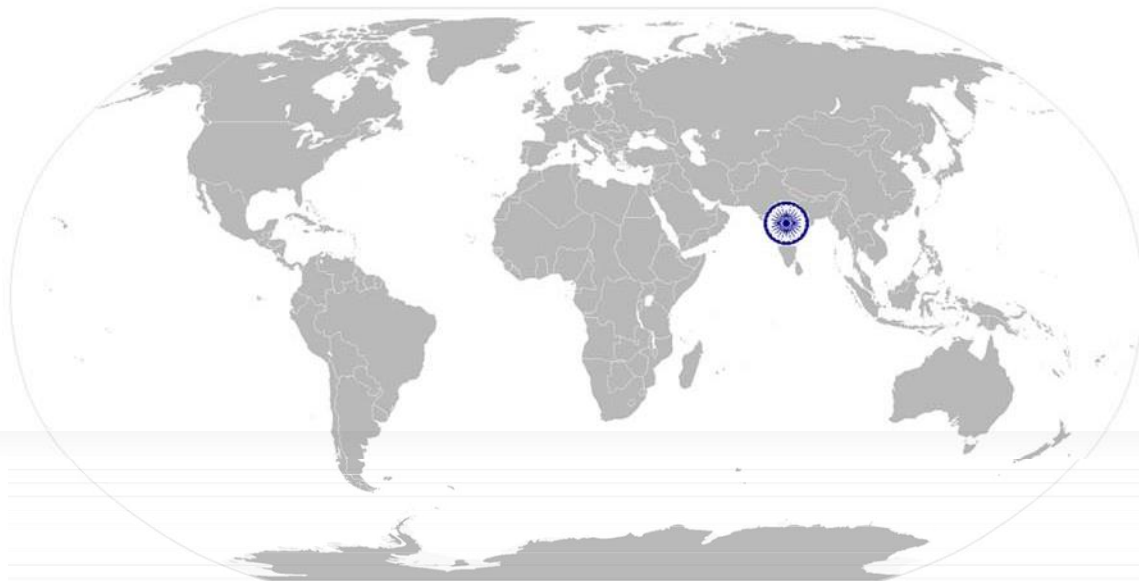
NOS Code	HSS/N9605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/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
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

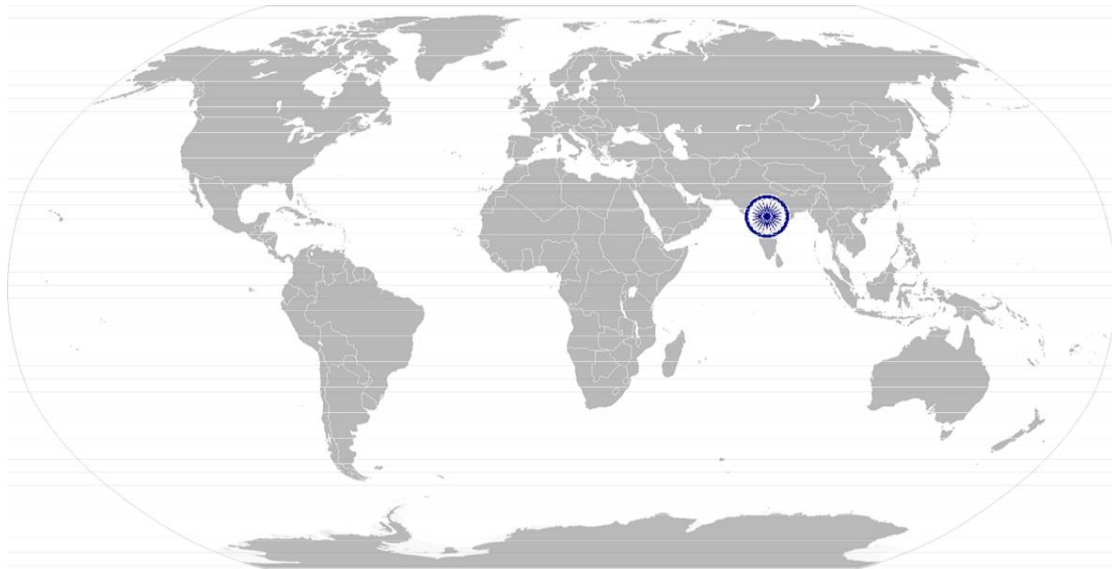
	<p>strengths and weaknesses</p> <p>KB8. Access and interpret medical, and scientific literature</p> <p>KB9. Apply human needs/motivational theory</p> <p>KB10. Provide thorough and efficient individualised care</p> <p>KB11. Employ methods to measure satisfaction</p>
Skills (S)	
A. Core Skills/ Generic 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	Dento Oral Hygienist
Qualification Pack Code	HSS/Q 2201
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

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

Skills Practical and Viva (80% weightage)	
	Marks Alloted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
Theory (20% weightage)	
	Marks Alloted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50

Grand Total-(Skills Practical and Viva + Theory)		600			
Final Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totalling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1.HSS/ N 2201: Promote community oral health	PC1. Consistently demonstrate good personal health habits	200	25	5	20
	PC2. Consistently demonstrated meticulous personal hygiene		25	5	20
	PC3. Accurately provide appropriate education of behaviour health risk relationships		25	5	20
	PC4. Effectively provide appropriate health behaviour counselling		25	5	20
	PC5. Accurately inform the role of oral health in total health		25	5	20
	PC6. Assess the oral health care needs of the community		25	5	20
	PC7. Identify barriers to oral health care in the community		25	5	20
	PC8. Reduce or eliminate barriers to oral health care		25	5	20
	Total		200	40	160
2.HSS/ N 2202: Perform infection control and safety procedures	PC1. How to select appropriate personal protective equipment and use it in accordance with local, state and federal requirements for all clinical and laboratory procedures	200	20	5	15
	PC2. Patient treatment areas are thoroughly and efficiently disinfected		20	5	15
	PC3. Patient treatment areas are thoroughly prepared		20	5	15
	PC4. Preparation is completed in a timely manner as per the protocol		15	5	10

	PC5. All clinical instruments and equipment are thoroughly prepared and sterilise in accordance with local, state, federal and manufacturer's recommendations		20	5	15
	PC7. All hazardous materials are safely handled, labelled and disposed of through strict adherence to local, state and federal regulations		20	5	15
	PC8. All exposure incident reports are thoroughly and accurately completed according to regulation standards		20	5	15
	PC9. All exposure follow-up procedures are promptly and thoroughly completed according to regulation standards		20	5	15
	PC10. That compliance with recommended/required local, state and federal infection control is effectively monitored		15	5	10
	PC12. Breaches in compliance are accurately identified		10	5	5
	PC13. Breaches in compliance are immediately reported to the assigned local, state and federal safety officer		10	5	5
	PC14. Solutions for problems related to infection control and/or safety procedures are accurately developed and implemented		10	5	5
	Total		200	60	140
3.HSS/ N 2203 Perform risk management/ patient assessment	PC1. Record an accurate and comprehensive health, social and dental history for each patient	200	20	5	15
	PC2. Accurately identify potential oral health risk factors and patient concerns		15	5	10
	PC3. Identify potential risks associated with the delivery of care		15	5	10
	PC4. Obtain thorough medical clearance for the patient presenting unstable or suspected health conditions		15	5	10
	PC5. Clearly and accurately document medical alerts and required risk management strategies		15	5	10
	PC6. Perform all risk management procedures accurately and conscientiously		20	5	15

	PC7. Manage emergencies/complications efficiently and effectively in accordance with recommended emergency protocol		20	5	15
	PC8. Document utilised risk management procedures accurately		20	5	15
	PC9. Record overall appearance, gait and movements of patient		20	5	15
	PC10. Record and measure vital signs including respiration rate, pulse and blood pressure accurately		20	5	15
	PC11. Perform clinical extraoral and intraoral examination thoroughly and systematically		20	5	15
	Total		200	55	145
4.HSS/ N 2204 Plan to provide dental hygiene treatment	PC1. Accurately identify and evaluate patient data	200	20	5	15
	PC2. Develop and record the dental hygiene diagnosis		20	5	15
	PC3. Develop and record the preventive and therapeutic dental hygiene treatment plan		20	5	15
	PC4. Present the preventive and therapeutic dental hygiene treatment plan		20	5	15
	PC5. Obtain informed consent		15	5	10
	PC6. Prepare for patient care		20	5	15
	PC7. Maintain clinical asepsis throughout procedures		20	5	15
	PC8. Prepare patient for care		20	5	15
	PC9. Develop a thorough and appropriate therapeutic treatment plan accurately		15	5	10
	PC10. Check that patient's mouth is free of lipstick, gum and lozenges		15	5	10
	PC11. Check that antibacterial mouthwash is available for patient pre-rinsing		15	5	10
	Total		200	55	145
5. HSS/ N 2205 Provide preventive dental hygiene care	PC1. Describe accurately the location, composition and properties of bacterial plaque and their relationship to oral disease	200	25	5	20

	PC2. Recommend plaque control tools and procedures		25	5	20
	PC3. Explain the importance of diet and nutrition in maintaining oral and general health		20	5	15
	PC4. Assess the quality of patient's diet accurately		20	5	15
	PC5. Implement and develop appropriate strategies to overcome barriers to nutritional compliance		25	5	20
	PC6. Identify signs of significant nutritional disorders		20	5	15
	PC7. Suspect patients with untreated or poorly controlled eating disorders, systemic disease or complicated medication regimens are promptly referred to a qualified care provider		25	5	20
	PC8. Explain the relationship between oral health, general health and tobacco use		20	5	15
	PC9. Identify 'Triggers' which lead to tobacco use		20	5	15
	Total		200	45	155
6.HSS/ N 2206 Assist in providing therapeutic treatment	PC1. Treat supra-gingival and subgingival tooth surfaces of accessible plaque, plaque by-products and calculus	200	20	5	15
	PC2. Completely control bleeding		20	5	15
	PC3. Use the appliances/prostheses carefully and make sure that they are free of removable plaque, calculus and stain		15	5	10
	PC4. Perform a thorough re-evaluation of the periodontal condition which is accurately completed four to six weeks after the last debridement appointment		20	5	15
	PC5. Carefully select and recommend appropriate desensitising materials and procedures		15	5	10
	PC6. Properly prepare the wound site and dressing material		20	5	15
	PC7. Ensure that the dressing is properly adapted to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal		15	5	10

	interference				
	PC8. Ensure that the dressing is properly removed from the wound site following the prescribed healing time		15	5	10
	PC9. Promptly consult the Dentist when healing is unusually delayed or infection is suspected		15	5	10
	PC10. Ensure that the wound site is free of debris and all sutures are properly and thoroughly removed		15	5	10
	PC11. Ensure that residual plaque or calculus deposits are carefully removed from adjacent tooth surfaces when associated with tissue inflammation or delayed wound healing		15	5	10
	PC12. Instruct the patient clearly and accurately about the follow-up procedures		15	5	10
	Total		200	60	140
7.HSS/ N 2207 Perform stress/anxiety and pain control procedures	PC1. Promptly consult a Dentist when a patient presents symptoms of anxiety or stress	200	25	5	20
	PC2. Accurately plan in collaboration with the dentist/physician and patient an appropriate stress reduction protocol		25	5	20
	PC3. Implement planned stress reduction protocol		25	5	20
	PC4. Complete dental procedures with reasonable comfort and minimal anxiety		25	5	20
	PC5. Complete planned dental procedures without stress-related complications		25	5	20
	PC6. Appropriately select local anaesthetic agents and determine the safe dose		25	5	20
	PC7. Prepare necessary armamentarium accurately		25	5	20
	PC8. Perform nitrous oxide/oxygen conscious sedation accurately		25	5	20
	Total		200	40	160
8. HSS/ N 2208 Maintain records, inventory and	PC1. Accurately complete patient treatment plans and informed consent documents	200	25	5	20

equipment	PC2. Record all related insurance information or data accurately		20	5	15
	PC3. Record entries accurately that are dated and signed by provider		20	5	15
	PC4. Record and effectively maintain patient treatment plans and informed consent documents		20	5	15
	PC5. Maintain equipment maintenance procedures accurately in accordance with manufacturer recommendations and organisation policy		20	5	15
	PC6. Accurately complete all equipment maintenance records/logs thoroughly		25	5	20
	PC7. Maintain Dental supplies in appropriate quantities to meet usage rates, shelf life, storage capacity and practice budgetary requirements		25	5	20
	PC8. Store products in accordance with manufacturer's recommendations		20	5	15
	PC9. Maintain accurate, complete and up-to-date inventory records and in accordance with office procedure		25	5	20
	Total			200	45
9.HSS/ N 2209 Promote and practice productivity/growth	PC1. Practice productivity goals effectively in collaboration with dental team members and/or professional consultants	200	60	15	45
	PC2. List factors limiting productivity/growth accurately and honestly		70	20	50
	PC3. Develop and implement strategies in collaboration with internal/external sources		70	20	50
	Total			200	55
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	Out Of	Marks Allocation	

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

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

1. Team Work

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

2. 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		4	4	0

	efficiently			
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4
	PC10. Complete any health and safety records legibly and accurately		4	4
			50	32
Grand Total-2 (Soft Skills and Communication)			100	
Detailed Break Up of Marks			Theory	
Subject Domain			Select each NOS totaling 80	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation	
			Theory	
1.HSS/ N 2201: Promote community oral health	PC1. Consistently demonstrate good personal health habits	10		10
	PC2. Consistently demonstrated meticulous personal hygiene			
	PC3. Accurately provide appropriate education of behaviour health risk relationships			
	PC4. Effectively provide appropriate health behaviour counselling			
	PC5. Accurately inform the role of oral health in total health			
	PC6. Assess the oral health care needs of the community			
	PC7. Identify barriers to oral health care in the community			
	PC8. Reduce or eliminate barriers to oral health care			
	Total			10
2.HSS/ N 2202: Perform infection control and safety procedures	PC1. How to select appropriate personal protective equipment and use it in accordance with local, state and federal requirements for all clinical and laboratory procedures	8		8
	PC2. Patient treatment areas are thoroughly and efficiently disinfected			

	PC3. Patient treatment areas are thoroughly prepared		
	PC4. Preparation is completed in a timely manner as per the protocol		
	PC5. All clinical instruments and equipment are thoroughly prepared and sterilise in accordance with local, state, federal and manufacturer's recommendations		
	PC7. All hazardous materials are safely handled, labelled and disposed of through strict adherence to local, state and federal regulations		
	PC8. All exposure incident reports are thoroughly and accurately completed according to regulation standards		
	PC9. All exposure follow-up procedures are promptly and thoroughly completed according to regulation standards		
	PC10. That compliance with recommended/required local, state and federal infection control is effectively monitored		
	PC12. Breaches in compliance are accurately identified		
	PC13. Breaches in compliance are immediately reported to the assigned local, state and federal safety officer		
	PC14. Solutions for problems related to infection control and/or safety procedures are accurately developed and implemented		
	Total		8
3.HSS/ N 2203 Perform risk management/ patient assessment	PC1. Record an accurate and comprehensive health, social and dental history for each patient	10	10
	PC2. Accurately identify potential oral health risk factors and patient concerns		
	PC3. Identify potential risks associated with the delivery of care		
	PC4. Obtain thorough medical clearance for the patient presenting unstable or suspected health conditions		

	PC5. Clearly and accurately document medical alerts and required risk management strategies		
	PC6. Perform all risk management procedures accurately and conscientiously		
	PC7. Manage emergencies/complications efficiently and effectively in accordance with recommended emergency protocol		
	PC8. Document utilised risk management procedures accurately		
	PC9. Record overall appearance, gait and movements of patient		
	PC10. Record and measure vital signs including respiration rate, pulse and blood pressure accurately		
	PC11. Perform clinical extraoral and intraoral examination thoroughly and systematically		
	Total		10
4.HSS/ N 2204 Plan to provide dental hygiene treatment	PC1. Accurately identify and evaluate patient data	10	10
	PC2. Develop and record the dental hygiene diagnosis		
	PC3. Develop and record the preventive and therapeutic dental hygiene treatment plan		
	PC4. Present the preventive and therapeutic dental hygiene treatment plan		
	PC5. Obtain informed consent		
	PC6. Prepare for patient care		
	PC7. Maintain clinical asepsis throughout procedures		
	PC8. Prepare patient for care		
	PC9. Develop a thorough and appropriate therapeutic treatment plan accurately		
	PC10. Check that patient's mouth is free of lipstick, gum and lozenges		
	PC11. Check that antibacterial mouthwash is available for patient pre-rinsing		

	Total		10
5. HSS/ N 2205 Provide preventive dental hygiene care	PC1. Describe accurately the location, composition and properties of bacterial plaque and their relationship to oral disease	10	10
	PC2. Recommend plaque control tools and procedures		
	PC3. Explain the importance of diet and nutrition in maintaining oral and general health		
	PC4. Assess the quality of patient's diet accurately		
	PC5. Implement and develop appropriate strategies to overcome barriers to nutritional compliance		
	PC6. Identify signs of significant nutritional disorders		
	PC7. Suspect patients with untreated or poorly controlled eating disorders, systemic disease or complicated medication regimens are promptly referred to a qualified care provider		
	PC8. Explain the relationship between oral health, general health and tobacco use		
	PC9. Identify 'Triggers' which lead to tobacco use		
	Total		10
6.HSS/ N 2206 Assist in providing therapeutic treatment	PC1. Treat supra-gingival and subgingival tooth surfaces of accessible plaque, plaque by-products and calculus	8	8
	PC2. Completely control bleeding		
	PC3. Use the appliances/prostheses carefully and make sure that they are free of removable plaque, calculus and stain		
	PC4. Perform a thorough re-evaluation of the periodontal condition which is accurately completed four to six weeks after the last debridement appointment		

	PC5. Carefully select and recommend appropriate desensitising materials and procedures		
	PC6. Properly prepare the wound site and dressing material		
	PC7. Ensure that the dressing is properly adapted to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference		
	PC8. Ensure that the dressing is properly removed from the wound site following the prescribed healing time		
	PC9. Promptly consult the Dentist when healing is unusually delayed or infection is suspected		
	PC10. Ensure that the wound site is free of debris and all sutures are properly and thoroughly removed		
	PC11. Ensure that residual plaque or calculus deposits are carefully removed from adjacent tooth surfaces when associated with tissue inflammation or delayed wound healing		
	PC12. Instruct the patient clearly and accurately about the follow-up procedures		
	Total		8
7.HSS/ N 2207 Perform stress/anxiety and pain control procedures	PC1. Promptly consult a Dentist when a patient presents symptoms of anxiety or stress	8	8
	PC2. Accurately plan in collaboration with the dentist/physician and patient an appropriate stress reduction protocol		
	PC3. Implement planned stress reduction protocol		
	PC4. Complete dental procedures with reasonable comfort and minimal anxiety		
	PC5. Complete planned dental procedures without stress-related complications		
	PC6. Appropriately select local anaesthetic agents and determine the safe dose		

	PC7. Prepare necessary armamentarium accurately		
	PC8. Perform nitrous oxide/oxygen conscious sedation accurately		
	Total		8
8. HSS/ N 2208 Maintain records, inventory and equipment	PC1. Accurately complete patient treatment plans and informed consent documents		
	PC2. Record all related insurance information or data accurately		
	PC3. Record entries accurately that are dated and signed by provider		
	PC4. Record and effectively maintain patient treatment plans and informed consent documents		
	PC5. Maintain equipment maintenance procedures accurately in accordance with manufacturer recommendations and organisation policy	8	8
	PC6. Accurately complete all equipment maintenance records/logs thoroughly		
	PC7. Maintain Dental supplies in appropriate quantities to meet usage rates, shelf life, storage capacity and practice budgetary requirements		
	PC8. Store products in accordance with manufacturer's recommendations		
	PC9. Maintain accurate, complete and up-to-date inventory records and in accordance with office procedure		
	Total		8
9.HSS/ N 2209 Promote and practice productivity/growth	PC1. Practice productivity goals effectively in collaboration with dental team members and/or professional consultants		
	PC2. List factors limiting productivity/growth accurately and honestly	8	8
	PC3. Develop and implement strategies in collaboration with internal/external sources		
	Total		8
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	6	6
	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		
Attitude Total		6	6
2. Work Management			
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	4	4
	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		4
Work Management Total		4	4
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	4	4
	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			4

2. Quality Assurance

HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	6	6
	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	6
	Part 2 Total	10
	Grand Total-2 (Soft Skills and Communication)	20