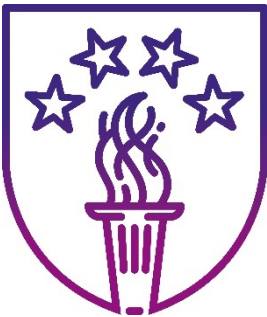


Certificate in Dental Assisting Course Information



Course Information



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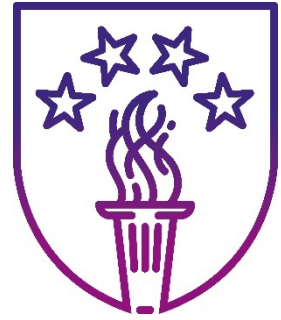
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Course Information



Useful Contacts

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Course Information Fact Sheet

The New Zealand Dental Association (NZDA) Certificate in Dental Assisting is run as a membership service for the members of NZDA. The Certificate course provides a structured programme of training for dental assistants employed by NZDA members, or dental assistants in the public health sector that have an NZDA member to oversee their course work. The course provides students with an opportunity to develop the skills to work as a dental surgery assistant, competently and safely assisting a dentist, dental therapist, or dental hygienist during oral health care procedures.

The course also includes material to assist with practice administration.

Entry requirement

Current employment in a dental practice as a dental assistant for a minimum of 20 hours per week is required. The student must be supervised throughout the course by a dentist (workplace supervisor) who is a member of NZDA. This is to ensure that the student is made familiar with the Codes of Practice as ascribed by NZDA, and the Dental Council New Zealand (DCNZ) Practice Standards.

Course duration

The course runs for one academic year; commencing in February and concluding in November. Late registrations may be accepted after course commencement at the discretion of the NZDA.

Completion requirement

To gain the certificate a student must successfully complete the specific knowledge and competency based course modules which include:

- Comply with infection prevention and control policies and procedures
- Process reusable medical devices and equipment
- Communicate and work effectively in health or community settings
- Diversity in the workplace
- Participate in workplace health and safety
- Prepare for and assist with oral health care procedures
- Assist with dental radiography
- Assist with administration in dental practice
- Assist with oral hygiene instruction

Additionally, an online assessment for the sub-module 'Instrument Identification' is to be completed as part of module DA006 'Prepare for and assist with oral health care procedures'. No learner guide is supplied for 'Instrument Identification' as it tests students' applied learning covered within the day to day running of the practice.

Resuscitation Certificate

Before completion of the course, students are required to provide evidence that they have obtained life support skills, by completing New Zealand Resuscitation Council CORE – Immediate (or equivalent) training. CORE Immediate training is to have been completed no more than two years prior to the end date of the course. The cost of obtaining a resuscitation certificate is not included in the Certificate in Dental Assisting course fee.



Core Module Descriptions

DA001: Comply with infection prevention and control policies and procedures

This module aims to provide students with the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions and responding to infection risks.

This module applies to individuals working in health and direct client care contexts.

Learning Outcomes

On completion of this module students will be able to:

- Follow standard and additional precautions for infection prevention and control
- Identify infection hazards and assess transmission risks
- Follow procedures for managing risks associated with specific biologic hazards

DA002: Process reusable medical devices and equipment

This module aims to provide students with the skills and knowledge required to reprocess reusable medical devices in an office based health practice setting.

This module applies to individuals working in office based health practice settings.

Learning Outcomes

On completion of this module students will be able to:

- Transport used medical devices
- Prepare to clean reusable medical devices
- Clean and dry reusable medical devices
- Prepare and pack reusable medical devices for sterilisation
- Sterilise reusable medical devices
- Comply with validation and management standards

DA003: Communicate and work effectively in health or community settings

This module aims to provide students with the skills and knowledge required to maintain professional standards, to communicate effectively in a health setting involving face-to-face interactions, written and digital media with clients, co-workers and other health care workers, and to recognise and respond to vulnerability and abuse.

This module applies to individuals working in health and direct client care contexts.

Learning Outcomes

On completion of this module students will be able to:

- Communicate effectively in a health or community setting
- Collaborate with co-workers
- Address constraints in communication
- Recognise and respond to vulnerability and abuse
- Maintain professional work standards
- Complete workplace correspondence and documentation
- Contribute to continuous improvement



DA004: Diversity in the workplace

This module aims to provide students with the attitude, knowledge and skills required to work respectfully and sensitively with people considering the needs, values and beliefs of different cultural, religious, social and ethnic groups, including recognising the principles of the Treaty of Waitangi.

This module applies to individuals working in health and direct client care contexts.

Learning Outcomes

On completion of this module students will be able to:

- Reflect on their own perspective
- Appreciate diversity and inclusiveness, and their benefits
- Communicate with people from diverse backgrounds and situations
- Promote understanding across diverse groups

DA005: Participate in workplace health and safety

This module aims to provide students with the skills and knowledge to participate in work practices to ensure the health and safety of themselves and all other people in the workplace.

This module applies to individuals working in health and direct client care contexts.

Learning Outcomes

On completion of this module students will be able to:

- Recognise safe work practices
- Apply safe work practices
- Participate in the development and maintenance of safe work practices
- Review their own safe work practices

DA006: Prepare for and assist with oral health care procedures

This module aims to provide students with the skills and knowledge required for the student to assist an oral health practitioner to deliver oral health care procedures, including the preparation and clean-up of the dental surgery, equipment, instruments and materials, and direct assistance to the operator during these procedures.

This module applies to individuals working in dental practice.

Learning Outcomes

On completion of this module students will be able to:

- Prepare the dental surgery for procedures
- Use dental terminology
- Record dental and health information
- Assist with local anaesthesia
- Assist the oral health practitioner during oral health procedures
- Manage dental instruments, materials and equipment



DA007: Assist with dental radiography

This module aims to provide students with the skills and knowledge required to assist with dental radiography including patient preparation, digital radiography, and the processing and mounting of conventional dental radiographs.

This module applies to individuals working in dental practice.

Learning Outcomes

On completion of this module students will be able to:

- Prepare for dental radiography
- Prepare radiography equipment and materials
- Process and mount dental radiographs
- Maintain radiographic film and chemicals
- Assure the quality of dental radiographic support procedures

DA008: Assist with administration in dental practice

This module aims to provide students with the skills and knowledge required to assist with patient administration including patient scheduling, and the maintenance of patient health and financial information.

This module applies to individuals working in dental practice.

Learning Outcomes

On completion of this module students will be able to:

- Communicate effectively with patients, co-workers and visitors
- Respond appropriately to enquiries
- Allocate appointments appropriate to patient and practice requirements
- Calculate and record basic financial transactions
- Handle cash and record financial transactions
- Maintain patient information and records
- Assist with patient recalls

DA009: Assist with oral hygiene instruction

This module aims to provide students with the skills and knowledge required to assist a patient with their oral hygiene needs within the context of an oral health care plan and in accordance with the students designated role and responsibilities.

This module applies to individuals working in dental practice.

Learning Outcomes

On completion of this module students will be able to:

- Recognise oral hygiene requirements for good oral health
- Assist and support patients in an appropriate manner
- Assist and support patients in their identified oral hygiene needs
- Recognise and report changes in patient oral hygiene requirements



Assessment Formats

Assessments for this course take a variety of formats and include learning activities within the learner guides, online self-assessment and assessment tasks, and workplace observations.

Learning Activities within Learner Guides:

MODULE	LEARNING ACTIVITY TASKS
Comply with infection prevention and control policies and procedures	3
Process reusable medical devices and equipment	5
Communicate and work effectively in health or community settings	6
Diversity in the workplace	4
Participate in workplace health and safety	4
Prepare for and assist with oral health care procedures	6
Assist with dental radiography	5
Assist with administration in dental practice	6
Assist with oral hygiene instruction	4

As these are completed, they need to be signed by the workplace supervisor on the accompanying sheet, once complete this sheet needs to be included in the Evidence Portfolio.

Note: Demonstration of all performance criteria is to be under the direction of a workplace supervisor. All procedures are to be carried out in accordance with current NZDA Codes of Practice, Australian/New Zealand Standard™ for maintaining infection control and dental practice/organisation policy.

Workplace Observations

During the year, students are required to complete various workplace observations. The workplace observation booklet supplied with the course material should be given to the workplace supervisor, for them to conduct and sign off the observation tasks. Workplace observations need to be undertaken concurrently with the corresponding theoretical module.

NOTE: It is very important that this booklet is stored in a secure place, known to both the student and workplace supervisor. Should this booklet be misplaced at any time throughout the year, or not be submitted at the completion of the course, this may be seen as failure to complete the course requirements and therefore failure to complete the course.

All workplace observations are to be signed off by the workplace supervisor with the exception of the workplace observation for module DA008 'Assist with administration in dental practice' which may be signed by the practice manager, or receptionist.



Workplace Logbook and Reflective Practice

To show evidence of students' ability to complete the tasks outlined in the elements and performance criteria of module DA006 'Prepare for and assist with oral health care procedures', students must maintain a logbook, which records the activities performed in the workplace for a minimum of eighty (80) hours.

A logbook template can be downloaded from the resource area of the online student portal. Completed logbook and diary sheets will need to be included in the Evidence Portfolio for review at the completion of the course. Students are also required to provide documented evidence of a minimum of 820 hours of practical dental assisting work. A record of the hours worked in dental assisting each week of the course is to be made on the Workplace Hours sheet included in the course material and is to be countersigned by the workplace supervisor.

Evidence Portfolio

The Evidence Portfolio, complete with a detailed explanation of the requirements, is provided to each student at the beginning of the course. It is expected that the Evidence Portfolio is kept up to date throughout the course and copies of the contents of the portfolio must be sent to the respective Regional Facilitator (RF) at the completion of the course.

For students to pass the course, at the completion of the course the Evidence Portfolio must contain:

- A printout of the successfully completed online self-assessments and assessments
- A copy of the completed Workplace Observation Agreement
- A copy of the entire Workplace Observation booklet, which has been completed and signed by the supervising dentist
- Copies of all completed Workplace Logbook and Reflective Practice diary pages
- A copy of the completed Workplace Hours sheet
- A copy of a current Resuscitation Certificate (New Zealand Resuscitation Council CORE – Immediate (or equivalent); Note: to be valid at completion date of the course
- A copy of the completion certificates for the MauriOra courses; 'Foundation course in cultural competency (Māori)' and 'Māori healthcare and the Treaty of Waitangi'

Optional additions to the Evidence Portfolio include:

- Copies of letters of recommendation from employers, work colleagues, or patients
- Certificates from further studies, or relevant courses
- Other relevant workplace documentation

MauriOra Training

Students are required to complete the online MauriOra courses when completing module DA004 'Diversity in the workplace'. The course coordinator will advise of a voucher code in order to access a separate online assessment portal and gain their certificates; '**Foundation course in cultural competency (Māori)**' and '**Māori healthcare and the Treaty of Waitangi**'. Certificates of completion for these courses are to be printed out from the student's account on the MauriOra website and retained in their Evidence Portfolio. The fee for completing these certificates is included in the Certificate in Dental Assisting course fee.



Online Assessments

MODULE	SELF-ASSESSMENT	ASSESSMENT
Comply with infection prevention and control policies and procedures	1	1
Process reusable medical devices and equipment	1	1
Communicate and work effectively in health or community settings	1	1
Diversity in the workplace	1	1
Participate in workplace health and safety	1	1
Prepare for and assist with oral health care procedures	1	1
Assist with dental radiography	1	1
Assist with administration in dental practice	1	1
Assist with oral hygiene instruction	1	1

Please note:

Students must complete the self-assessment task before they can attempt the assessment. The self-assessments must be completed, but it is not necessary to pass these, as they are intended to be a gauge of the students' knowledge and competency before sitting the assessment.

Students must achieve 100% in assessment tasks and will receive a second and third opportunity to achieve this if unsuccessful in their first and second attempts. Each 're-assessment' will only require students to re-answer the number of questions that have been marked incorrect in previous attempts. Example: If a student gained 15/20 on their first attempt, in their second attempt they will only need to answer 5 questions. These will be different questions to the ones from the previous attempt, however they will relate to the same information covered by those answered incorrectly.

If students do not attain 100% in their assessment they must wait 24 hours for the assessment to re-set and then complete the new questions. **It is essential that students ensure they have allowed enough time to complete three attempts, if necessary, before the assessments close.**

If students do not reach 100% on a third attempt, they are required to advise the Certificate in Dental Assisting Course Coordinator, Caryn Lim at NZDA House (Email: caryn@nzda.org.nz or Phone: 09 579 8001 Office Hours: Monday – Friday 8.00am-5.00pm).

To complete the course successfully students need to complete ALL self-assessments and assessments in the prescribed timeframe. Failure to satisfactorily complete all of the modules will result in students' enrolment on the course being terminated.

Extensions will only be granted in exceptional circumstances and generally no more than two extensions will be granted over the duration of the course. Multiple extension requests will be regarded as a failure to meet the course requirements and enrolment on the course may be terminated.

NZDA takes no responsibility for changes to students work commitments, or personal circumstances. No refunds will be given following course failure (see refund policy).



Expectations

It is expected that students enrolled with the NZDA course will fulfill their responsibilities as members of this group of learners.

It is expected that...

- Communication with NZDA staff and Regional Facilitators is to be maintained through regular telephone calls, standard mail, or email initiated by the student.
- Due dates for assessment tasks be met unless prior arrangements have been made. Applications for extensions must be made in writing to the NZDA Course Coordinator in a timely fashion. Any time extension given will then be officially recorded and filed, any student requiring more than two time-extensions may have their placement within the course reviewed or withdrawn.
- All students participate in tasks and activities
- Workplace assessments be recognised as an essential part of the course and must be completed in a timely fashion
- NZDA office staff and Regional Facilitators are treated with courtesy and respect for their role in assisting with the student's work
- Any change of student details must be conveyed immediately to the NZDA on the relevant forms. Student email addresses supplied to NZDA must be current and able to be accessed by the student.

Complaints Procedures

NZDA will ensure that students have access to a fair and equitable process for dealing with complaints and will provide a process where students may appeal against decisions which may affect their academic progress.

NZDA will make every attempt to resolve student complaints. A nominated officer within the organisation will handle complaints. Where complaints cannot be resolved internally, NZDA will advise students of the appropriate body to whom they may take their complaint.

Students may nominate an independent person to accompany them during the complaints process.

The Events and Education Coordinator (EEC) will act on the subject of any complaint found to be substantiated.

Students are to follow the Grievance and Appeals Procedures for dealing with all issues and concerns.



Grievance Procedure

Minor issues may be raised with the Regional Facilitator (RF) as they arise. These may be able to be dealt with immediately. If necessary, the RF will refer the issue to the EEC. Students are encouraged to speak to the EEC if a satisfactory outcome is not reached in discussion with their RF. The EEC may liaise with the RF to explore the issue further and advise another course of action.

Students are asked to put all major complaints or grievances in writing to the EEC (by post, or email), within ten working days of the grievance occurring. On receipt of the grievance the EEC will discuss the matter with the Associate Director (Development) (AD). If the grievance concerns the EEC or AD, then the student can contact the Chief Executive or President of the Association, directly.

1. The student will be sent a written acknowledgement of receipt of their grievance within five working days.
2. Within ten working days of receiving the grievance, the EEC in consultation with the AD will investigate the grievance, including interviewing all parties, if necessary. The EEC and AD will then make recommendations regarding the grievance. The student will be notified in writing of the outcome of the grievance.
3. Any student who is not satisfied with the outcome of the grievance can contact the NZDA President to discuss the matter further. Contact details may be obtained from NZDA House on 09 579 8001.

Appeals Procedure (Results and Assessment)

If a student wishes to appeal against the results of any of their formal assessments, they must do so in writing and include all details and supporting evidence to the EEC. This must be submitted as soon as possible and no later than two weeks after the student has received notification of their results.

Minor issues regarding the exercises and tasks should be discussed with the RF. Discussion with the EEC is also available.



Change of Details Form

Date: _____ Student Number: _____

Student Name: (Please Print Clearly) _____

Please change my details as follows:

Email: _____

Dentist's name: _____

Work Address: _____

Telephone _____ Work: _____ Fax: _____

Old Details:

Email: _____

Dentist's name: _____

Work Address: _____

Telephone _____ Work: _____ Fax: _____

Signed: _____

Please return form to:

Tel. +64 9 579 8001
Fax. +64 9 580 0010

New Zealand Dental
Association
PO Box 28084
Remuera
Auckland 1541
NZDA.org.nz

caryn@nzda.org.nz



Extension Request for Online Task/s

Date:

Student Number:

Student Name:

Title of online self/assessment extension applied for:

Reason for extension:

Please return form to:

Tel. +64 9 579 8001
Fax. +64 9 580 0010

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PO Box 28084
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Auckland 1541
NZDA.org.nz

caryn@nzda.org.nz

