



New Zealand Dental Association Certificate in Dental Assisting

Contents

Useful Contacts	2
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Course Information

Course Information Fact Sheet	3
-------------------------------------	---

Core Unit Descriptions	4
------------------------------	---

Assessment Formats	7
--------------------------	---

Expectations	10
--------------------	----

NZDA Forms

Change of Details	11
-------------------------	----

Request for Extension for Online / Self Assessments	12
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New Zealand Dental Association Certificate in Dental Assisting

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Course Information Fact Sheet

The New Zealand Dental Association (NZDA) is a registered Private Training Establishment with the New Zealand Qualifications Authority (NZQA). The New Zealand Dental Association Certificate of Dental Assisting is recognised by NZQA; is registered on the New Zealand Register of Quality Assured Qualifications; and leads to the qualification New Zealand Dental Association Certificate of Dental Assisting (level 3).

The New Zealand Dental Association (NZDA) Certificate in Dental Assisting is run as a membership service to the members of the NZDA. It offers training for dental assistants employed by NZDA members, or dental assistants in the public health sector that has an NZDA member to oversee the course work.

The certificate will provide you with 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. You will also gain the skills to assist with practice administration.

Entry requirement

Current employment in a dental practice as a dental assistant is required. The student must be supervised throughout the course by a dentist that is a member of the NZDA. This is to ensure that the student is made familiar with the current mandatory Codes of Practice as ascribed by NZDA and Dental Council New Zealand (DCNZ).

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 NZDA.

Completion requirement

To gain the certificate a student must successfully complete the following:

- 4 units of underpinning knowledge
 - Biology
 - Pathology and oral disease
 - Dental materials
 - General practice dentistry

- 7 units of competency
 - Communicate and work effectively in health
 - Comply with infection control policies and procedures in health work
 - Process reusable instruments and equipment in health work
 - Participate in occupational health and safety processes
 - Prepare for and assist during oral health care procedures
 - Assist in dental radiography
 - Assist in administration in dental practice

- A certificate in resuscitation is required to be completed prior to finishing the course. The certificate must be current at the completion of the course.

Dental Council New Zealand in the joint code of practice with NZDA states that NZRC Certificate of Resuscitation and Emergency Care Modular (CORE) Level 4 course *should* be attended by dental surgery assistants and receptionists. The Modular CORE 4 final practical and written assessments are optional for these staff members but mandatory for dentists. This training must be revalidated every four years.

Core Unit Descriptions

Communicate and Work Effectively in Health

This unit provides the introductory skills and knowledge necessary to work safely and effectively in a dental surgery with patients, staff, visitors, suppliers and others to meet established work requirements.

Students will learn to:

- Work ethically
- Communicate effectively in a health setting
- Practice high standards of personal hygiene
- Promote a positive approach to health
- Maintain professional work standards

Comply with Infection Control Policies and Procedures in Health Work

The unit describes the skills and knowledge required for dental assistants to comply with infection control procedures before, during and after oral health care procedures. All procedures must be carried out in accordance with current infection control guidelines, Australia and New Zealand Standards and the policies and procedures of the health care establishment.

Students will learn to:

- Follow infection control guidelines
- Identify and respond to infection risks
- Maintain personal hygiene
- Use personal protective equipment
- Limit contamination
- Handle, package, label, store, transport and dispose of clinical and other waste
- Clean environmental surfaces

Process Reusable Instruments and Equipment in Health Work

This unit describes the skills and knowledge required for workers in the health care setting to clean and sterilise reusable instruments and equipment and to maintain associated environments. It has been contextualised to be specific for the dental workplace. All procedures must be carried out in accordance with current infection control guidelines, Australia and New Zealand Standards and the policies and procedures of the health care establishment.

Students will learn to:

- Prepare to clean used items
- Clean and dry used items
- Prepare and pack items for sterilisation
- Sterilise loads
- Maintain sterilising equipment

Participate in Occupational Health and Safety Policies in Dental Practice

This module describes skills and knowledge necessary for a dental assistant to participate in OHS processes in the workplace, in order to ensure their own health and safety at work, as well as that of others in the workplace who may be affected by their actions. All procedures must be carried out in accordance with New Zealand Dental Association guidelines, Australian/New Zealand Standards and legislative requirements related to the dental assistant's role.

Students will learn to:

- Plan and prepare to work safely
- Conduct work safely
- Participate in OHS consultative activities
- Follow emergency response procedures

Prepare for and assist during oral health care procedures

The module describes the preparation of the dental surgery for oral health care procedures including the recording of patient details, patient care and assistance provided to the operator during procedures.

Students will learn to:

- Prepare the dental surgery for oral health care procedures
- Use dental terminology in communication in the health care setting
- Record personal, medical and dental details
- Select and prepare syringe safety for local anaesthesia
- Assist the operator during oral health care procedures
- Maintain and store instruments, equipment, materials and medicaments

Assist with dental radiography

This module describes the preparation of patients for dental radiographic procedures. It also included the processing and storage of dental radiographic film; and maintenance of dental radiographic equipment and facilities.

Students will learn to:

- Prepare patients for dental radiography
- Prepare equipment and materials for dental radiography
- Process exposed radiographic film
- Maintain stock of unexposed radiographic film and chemicals
- Assure the quality of dental radiographic processing

Assist in administration in dental practice

The module describes the role of the dental assistant in contributing to the administration of the dental practice/organisation. It involves dealing with patients and other persons. Including handling and recording payments and performing general administrative tasks as required.

Students will learn to:

- Communicate effectively with patients and other persons
- Respond appropriately to enquiries from clients and visitors
- Allocate appointments appropriate to client and organisation requirements
- Calculate and record basic financial transactions
- Handle cash and record financial transactions
- Enter, update, remove and file patient information in record systems
- Assist with client recalls

Resuscitation Certificate

A basic resuscitation certificate is required to be completed for the student to complete the course. *The cost of this resuscitation course is additional to the fee* to costs of the Certificate in Dental Assisting. NZDA requires that a resuscitation certificate including CPR must be current prior to course completion. Dental Council New Zealand (DCNZ) suggests that all dental surgery staff *should* attend a course that is NZRC Modular Core Certificate to Level 4 or its equivalent. DCNZ requires that dentists must complete a resuscitation certificate once every CPD cycle (4 years) and this is the requirement of NZDA for the certificate of dental assisting.

Note:

Demonstration of all performance criteria is to be under the direction of an NZDA member.

All procedures are carried out in accordance with current NZDA Codes of Practice, Australian/New Zealand Standard™ for maintaining infection control and dental practice/organisation policy.

Assessment Formats

Assessments for this course will take a variety of formats and include written self assessment tasks, (both in the workplace self assessments and self assessments in the learner guides), online assessments and workplace assessments.

Self Assessment Learner Guides:

SUBJECT	SELF ASSESSMENT TASKS
Communicate & Work Effectively in Health	4
Biology	2
Pathology & Oral Diseases	2
Comply with Infection Control Policies and Procedures in Health Work	5
Process Reusable Instruments & Equipment in Health Work	3
Participate in OHS Processes	5
Dental Materials	1
General Practice Dentistry	3
Prepare for & Assist in Health Care Procedures	5
Assist with Dental Radiography	5
Assist with Administration in Dental Practice	5

As these are completed they are signed by your overseeing dentist on the accompanying sheet and filed in your Evidence Portfolio.

Note:

Demonstration of all performance criteria is to be under the direction of an NZDA member.

All procedures are carried out in accordance with current NZDA Codes of Practice, Australian/New Zealand Standard™ for maintaining infection control and dental practice/organisation policy

Workplace Assessments Evidence Portfolio:

All work place assessment is to be signed off by the supervising dentist excepting the work place assessment for administration which may be signed by the practice manager or receptionist.

Evidence Portfolio:

Aside from completing the mandatory workplace assessments in your evidence portfolio the learner is also required to gather evidence in the form of:

- results (workplace assessments, online self/assessments, written self assessment tasks);
- online tutorials; photos;
- letters of recommendation from employers, colleagues or patients;
- Certificates for other relevant courses or studies; and workplace assessments.

The Evidence Portfolio, complete with detailed explanation of 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 your portfolio must be sent to your course co-ordinator at the completion of the course. Further evidence of a student completing the course requirements includes *copies* of the completed online self/assessments and a current resuscitation certificate.

Online Assessments:

SUBJECT	SELF ASSESSMENT	ASSESSMENT
Communicate & work effectively in health	1	1
Biology	1	0
Oral Pathology	1	0
Comply with infection control policies & procedures in health work	1	1
Process reusable instruments & equipment in health work	1	1
Participate in OHS processes	1	1
Dental Materials	1	0
General Practice Dentistry	1	0
Prepare for & Assist with oral health care procedures	1	1
Assist with Dental Radiography	1	1
Assist with Administration in Dental Practice	1	1
Instrumentation identification	2	

Notes:

- * All online self assessments and assessments are compulsory and must be undertaken by the student.
- * **It is not necessary to reach a satisfactory score on the online self assessments.** The self assessments are intended to be an indication to the competency of the student before sitting the assessments.
- * In order to complete the course a student must gain a satisfactory score in all of the assessments. If a satisfactory score is not achieved the on the first attempt of sitting an assessment the student will have another opportunity to sit the assessment 24 hours after the first attempt. It is essential that the student undertakes the assessment 48 hours before the unit is closed off so that they will have sufficient time to resit the assessment if required. If the student is not successful in their second attempt then the student will be assigned a written task to complete within a stated time frame. This written tasked will be assessed by the student's area co-ordinator and results recorded accordingly. The student will also be notified of the results of the written task.

Expectations

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

It is expected that...

- Communication with NZDA staff and regional co-ordinators 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 the student's area co-ordinator in a timely fashion.
- 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 co-ordinators are treated with courtesy and respect for their role in assisting with the student's work
- Any change of student details must be conveyed to 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 learners have access to a fair and equitable process for dealing with complaints and will provide a process where learners may appeal against decisions, which may affect their academic progress.

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

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

The CPD Manager will act on the subject of any complaint found to be substantiated.

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

Grievance Procedure

- Minor issues may be raised with the Area Co-ordinator as they arise. These may be able to be dealt with immediately. If necessary the Area Co-ordinator will refer the issue to the Continuing Professional Development (CPD) Manager. Learners are encouraged to speak to the CPD manager if a satisfactory outcome is not reached in discussion with the area co-ordinator. The CPD Manager may liaise with area co-ordinators to explore the issue further and advise on another course of action.
- Learners are asked to put all major complaints or grievances in writing, within 10 working days of the grievance occurring, to the CPD Manager, PO Box 28 084 Remuera, Auckland 1541. On receipt of the grievance the CPD Manager will work to the following procedure:
 1. All formal (written) grievances will be discussed with the NZDA Executive Director. If the grievance concerns either the Area Co-ordinator, CPD Manager of the Executive Director, then the learner can contact the President of the Association directly.
 2. The learner will be sent a written acknowledgement of receipt of their grievance within 5 working days.
 3. Within 10 working days of receiving the grievance, the CPD Manager in consultation with the Executive Director will investigate the grievance, including interviewing all parties, if necessary. The CPD Manager and the Executive Director will then make recommendations regarding the grievance. The learner will be notified in writing of the outcome of the grievance.
 4. Any learner who is not satisfied with the outcome of the grievance can contact the President of the New Zealand Dental Association to discuss the matter further. Contact details may be obtained from the NZDA HQ on 09 579 8001.
 5. If a learner still wishes to obtain further advice, then they may wish to contact
New Zealand Qualifications Authority
125 The Terrace
PO Box 160
Wellington
Telephone: 04 463 3000

Learners may also lodge a complaint using the 'Complaints Kits for Formal Complaints about Providers'
<http://www.nzqa.govt.nz/forlearners/rights/complaints.html>

Appeals Procedure (Results and Assessment)

- If a learner 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 CPD Manager. This must be submitted as soon as possible and no later than two weeks after the learner has received notification of their results.
- Minor issues regarding the exercises and tasks should be discussed with the area co-ordinator. Discussion with the CPD Manager is also available.

Change of Details Form

Date: Student Number:

Name:

New Details

Please change my details as follows:

Name: (Mr / Mrs / Miss / Ms):

Home Address:

.....

Telephone: Home Mobile

Email:

Employer / Dentist:

Work Address:

.....

Telephone: Work Fax

Old Details

Name: (Mr / Mrs / Miss / Ms):

Home Address:.....

.....

Telephone: Home Mobile

Email:

Employer:

Work Address:

.....

Telephone: Work Fax

Signature:



