

# Model Curriculum

## Dental Assistant

SECTOR: HEALTHCARE  
SUB-SECTOR: ALLIED HEALTH & PARAMEDICS  
OCCUPATION: DENTAL ASSISTANT  
REF ID: HSS/Q2401, version 1.0  
NSQF LEVEL: 4



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**HEALTHCARE SECTOR SKILL COUNCIL**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: '**Dental Assistant**' QP No. '**HSS/Q 24.01 NSQF Level 4**'

Date of Issuance: July 30<sup>th</sup>, 2016

Valid up to: July 29<sup>th</sup>, 2017

\* Valid up to the next review date of the Qualification Pack

  
Authorised Signatory  
(Healthcare Sector Skill Council)

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# Dental Assistant

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Dental Assistant”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>Dental Assistant</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	HSS/Q2401, version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	10 – 11 – 2016
<b>Pre-requisites to Training</b>	Class XII		
<b>Training Outcomes</b>	<ul style="list-style-type: none"> <li>• Demonstrate the role of the dental assistant within a variety of dental settings</li> <li>• Demonstrate how to prepare and maintain the clinical environment for a range of clinical procedures</li> <li>• Demonstrate the recording of information presented to them by a dental clinician relating to the patients dental and oral tissues</li> <li>• Discuss how to maintain patient confidentiality and patient data protection</li> <li>• Demonstrate how to maintain health and safety for self, members of the dental team, patients and visitors</li> <li>• Demonstrate professionalism and acting within own field of competence</li> <li>• Demonstrate how to maintain cross infection control</li> <li>• Demonstrate how to mix materials and medicaments to support treatment</li> <li>• Demonstrate support the clinician during treatment</li> <li>• Demonstrate how to provide basic life support and support the dental team during a medical emergency</li> <li>• Demonstrate the preparation of equipment and materials for dental radiography</li> <li>• Demonstrate how to process dental films</li> <li>• Demonstrate how to maintain accurate detailed records</li> <li>• Demonstrate how to refer to other healthcare providers</li> <li>• Discuss with patients methods to improve oral health</li> <li>• Demonstrate support for and continual monitoring of the patient</li> <li>• Demonstrate how to make appointments and maintain dental schedules</li> <li>• Demonstrate the ability to perform clinical skills</li> <li>• Demonstrate professional behavior, personal qualities and characteristics of a Dental Assistant</li> <li>• Demonstrate good body mechanics and position patients to prevent complications.</li> </ul>		

	<ul style="list-style-type: none"><li>• Demonstrate good communication, communicate accurately and appropriately in the role of a Dental Assistant and demonstrate professional appearance and demeanor</li><li>• Practice infection control measures</li></ul>
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This course encompasses 16 out of 16 National Occupational Standards (NOS) of “Dental Assistant” Qualification Pack issued by “Healthcare Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction to Healthcare Systems &amp; Dental Services</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> Introduction</p>	<ul style="list-style-type: none"> <li>• Basic Understanding of Healthcare Service Providers (primary, secondary &amp; tertiary)</li> <li>• Basic Understanding of Hospital Functions</li> <li>• Basic Understanding of Dental Set-ups and Dental facilities</li> <li>• Understanding of Dental Facilities at different level (National / State / District)</li> <li>• Explain the role of the dental team to include; Dentists Dental Assistants Dento-oral Hygienists Dental Therapists Dental Technicians Others</li> </ul>	Visit to Dental Clinic
2	<p><b>Role of the Dental Assistant</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 01:00</p> <p><b>Corresponding NOS Code</b> Introduction</p>	<ul style="list-style-type: none"> <li>• To develop understanding of Dental Equipment, Procedures and documentation</li> <li>• To exhibit Ethical Behaviour</li> <li>• Explain the general standards relating to dental assistants</li> <li>• Explain the professional standards relating to dental assistants</li> <li>• Explain the range of duties performed by a dental assistant</li> <li>• Explain the additional skills that a dental assistant could do with experience</li> </ul>	E-modules to learn Dental Assistant roles
3	<p><b>Dental &amp; Oral Anatomy and Physiology</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>• Understand Anatomy &amp; Histology of the Gingiva</li> <li>• Understand Basic Oral Hygiene</li> <li>• Understand Dental Anatomy</li> <li>• Understand Basic Oro-Facial Physiology</li> <li>• Describe the muscles of mastication</li> <li>• Describe the muscles of facial expression</li> <li>• Describe the maxilla</li> <li>• Describe the main salivary glands</li> <li>• Detail the morphology relating to the deciduous and permanent dentition</li> <li>• Describe the anatomy of the Mandible</li> <li>• Describe the anatomy of the tongue</li> </ul>	Models, charts and diagrams of Dento-oral Facial Anatomy and Physiology and oral Hygiene
4	<p><b>Basic Sensitization to Oral Pathology</b></p>	<ul style="list-style-type: none"> <li>• Describe the clinical picture of gingivitis</li> </ul>	Models, charts, e-modules and

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>Describe the clinical picture of periodontitis</li> <li>Describe the clinical picture of dental caries.</li> <li>Describe the clinical picture of dental fractures</li> <li>Describe the clinical picture of oral ulcers</li> <li>Describe the common and uncommon signs and symptoms with which patient visit a dentist.</li> <li>Describe the common investigations undertaken in dental clinic before, during or after any dental treatment/ procedure.</li> </ul>	<p>diagrams of Oral pathology and investigations</p>
5	<p><b>Introduction to Dental and Oral related Medical Terminology</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2401, HSS/ N 2402, HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>Understand appropriate use of Dentistry related medical terminology in daily activities with colleagues, patients and family</li> </ul>	<p>E modules and internet use to learn medical terms</p>
6	<p><b>Dental Office Management</b></p> <p><b>Theory Duration</b> (hh:mm) 20:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> HSS/N2401</p>	<ul style="list-style-type: none"> <li>Complete dental records and charts to support treatment planning</li> <li>Describe the various teeth, tooth surfaces and notations which support charts of the dentition</li> <li>Explain the difference between a basic periodontal examination and a full periodontal assessment</li> <li>Explain the requirements of a patients personal record to include the requirements of a medical history</li> <li>Schedule dental appointments</li> <li>Describe the time requirement and allocation for a variety of dental procedures and the rationale for selecting the appointment slot</li> </ul>	<p>Mock Dental office set-up</p>





Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>your dental practice</p> <ul style="list-style-type: none"> <li>• Examples of how you have worked autonomously</li> <li>• Explain how you have ensured the efficient function of medical equipment to reduce the risk to patient health and safety</li> <li>• Explain how you have evaluated the risks to quality and health and safety arising from; poor communication; insufficient support and lack of resources</li> <li>• Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements</li> <li>• Explain how you would report and minimise risk</li> <li>• Explain the principles of meeting the organisations needs and how this has helped you to recognise your limitations.</li> <li>• Explain when you should seek support from others</li> <li>• Explain the procedures within your workplace for accessing training, learning and development needs for you and others within the organisation</li> <li>• Explain the actions you should take to ensure you have a current, clear and accurate understanding of your roles and responsibilities and how this can be maintained to affects the way in which you work as an individual or as part of a team</li> </ul>	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8	<p><b>Patient's Rights &amp; Responsibilities</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9605</p>	<ul style="list-style-type: none"> <li>Understand sensitivities involved in patient's right</li> <li>Learn Dental Assistant's role in maintaining patient's rights</li> </ul>	internet use to learn patient rights
9	<p><b>Patient's Environment in Dental Setting</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9606</p>	<ul style="list-style-type: none"> <li>Describe things necessary to make the patient feel safe and comfortable while collection</li> <li>Describe impact of comfort on patients health</li> <li>Describe importance and methodology of cleanliness, and hygiene environment in dental set-up</li> <li>Describe variation of patients environment according to settings: Hospital &amp; Clinic</li> </ul>	Mock environment of dental set-up
10	<p><b>Dental Materials, Implants and Instruments</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N 2402, HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>Alginate Impression and Diagnostic Study Model Techniques</li> <li>Dental Implants: A Comprehensive Review</li> <li>Dental Implants and Esthetics</li> <li>Factors Affecting Implant Loss</li> <li>Maintenance of Dental Implants</li> <li>Full Coverage Aesthetic Restoration of Primary Teeth, Part 1 – Anterior Teeth</li> <li>Fundamentals of Dentifrice: Oral Health Benefits in a Tube</li> <li>Impression Making for Implant Retained Restorations</li> <li>Making Occlusal Records Consistent and Predictable</li> <li>Prosthesis Retention and Effective Use of Denture Adhesive in Complete Denture Therapy</li> </ul>	All Dental Materials, Implants and Instruments







Sr. No.	Module	Key Learning Outcomes	Equipment Required
15	<p><b>Safety &amp; First Aid: Dental Emergencies &amp; Medical Emergencies in Dental Office</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/N 9606</p>	<ul style="list-style-type: none"> <li>• Health and Safety; compliance; requirements and procedures</li> <li>• Explain the responsibilities of the of the dental employer and the dental assistant in maintaining health and safety for self, patients an all members of the dental team</li> <li>• State what should be included in a risk assessment</li> <li>• Describe the risks associated with working in the dental environment and the methods the dental assistant should employ to prevent risk</li> <li>• To develop understanding and precautions to ensure Patient’s Safety</li> <li>• To develop basic understanding and precautions to ensure sample preservation while transporting</li> <li>• Describe common emergency conditions and what to do in medical emergencies</li> <li>• Describe basics of first aid</li> <li>• To develop understanding and precautions to ensure self-safety</li> <li>• Describe dental or medical emergencies occur specific to dental set-up and how to manage all those.</li> <li>• Describe control of substances hazardous to health (COSHH)</li> <li>• Discuss reporting of diseases, dangerous occurrence regulations RIDDOR</li> </ul>	<p>Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc.</p>
16	<p><b>Bio Medical Waste Management</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9609</p>	<ul style="list-style-type: none"> <li>• To gain understanding of importance of proper and safe disposal of bio-medical waste &amp; treatment</li> <li>• To gain understanding of categories of bio-medical waste</li> <li>• To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</li> <li>• To gain broad understanding of standards for bio-medical waste disposal</li> <li>• To gain broad understanding of means of bio-medical waste treatment</li> </ul>	<p>Different coded color bins, different variety of bio medical waste management, Visit to treatment plan of bio medical waste etc</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
17	<p><b>Assistance in Operative Dentistry</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2405</p>	<ul style="list-style-type: none"> <li>Assist with application of topical and local anaesthetic</li> <li>Discuss the reasons for and types of topical anaesthetic</li> <li>Discuss the different types and functions of local anaesthetic to include adrenaline and non adrenaline</li> <li>State the different types of local anaesthetic syringes and explain their function</li> <li>Explain the need for different needles or the administration of local and regional block anaesthesia</li> <li>Assist with minor oral surgical procedures</li> <li>State the range of minor oral surgical procedures that can be performed in the dental environment</li> <li>Discuss the methods available to remove erupted and un-erupted teeth</li> <li>Explain the function of instruments and equipment for the purpose of minor oral surgery</li> <li>Discuss the advice you would give to a patient prior to and following a minor oral surgical procedure</li> <li>Explain the role of the dental assistant in dealing with post extraction haemorrhage</li> <li>State the different forms of periodontal surgery and list the instruments, equipment and medicaments required for periodontal surgery</li> <li>Explain the instruction to be provided to a patient following periodontal surgery</li> <li>Assist with the removal of sutures</li> <li>Explain the different types of sutures to support wound healing following oral injury or surgery</li> <li>State and explain the function of the range of instruments, equipment and medicaments required to remove sutures</li> <li>Apply understanding of the anatomy associated with operative procedures</li> <li>Discuss the nerve supply to the maxillary teeth, soft tissues and hard and soft palate</li> <li>Discuss the nerve supply to the</li> </ul>	<p>Dental Chair Spittoon High and low volume aspiration Drugs box containing Salbutamol; Glycerol Trinitrate; Glucagon and Adrenaline Domestic waste container Oxygen cylinder and ambubag Mask Safety glasses Gloves assorted sizes Sterilisation pouches Autoclave Bottle brushes Bur brushes Assistina (Oil handpieces) Self – aspirating syringe Disposable syringe Assorted disposable needles Local anesthetic cartridges Topical anesthetic Towel clip Kilner cheek retractor Austin retractor Bowdler rake retractor Minnesota retractor Periosteal elevator Scalpel handle and blade Mitchells trimmer Surgical curette Surgical scissors Bone rongeurs Bone file Surgical suction tips Mosquito artery forceps Mayo needle holders Tissue dissecting forceps</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>mandibular teeth, soft tissues and tongue</p> <ul style="list-style-type: none"> <li>Revision of comply with legislation, data protection and patient confidentiality</li> </ul>	<p>Sutures Suture scissors Kidney dish Bib Periosteal elevator Spoon excavator Warwick James Couplands chisel Luxator Cryer Bayonet Upper right extraction forceps Upper left extraction forceps Maxillary root extraction forceps Premolar extraction forceps Straight forceps Cowhorn extraction forceps</p>
18	<p><b>Assistance in Clinical Dentistry- Endodontic Procedures</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 20:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2406</p>	<ul style="list-style-type: none"> <li>Assist with application of topical and local anaesthetic</li> <li>Assist with the application of rubber dam during endodontic procedures</li> <li>Assist with non-surgical endodontic procedures</li> <li>Explain the range of non-surgical endodontic procedures</li> <li>Discuss the instruments, equipment, medicaments and materials for the treatment of pulpitis</li> <li>Discuss the instruments, equipment, medicaments and materials for the treatment of pulp capping</li> <li>Discuss the instruments, equipment, medicaments and materials for the treatment of pulpotomy</li> <li>Discuss the instruments, equipment, medicaments and materials for the treatment of pulpectomy</li> <li>Support the patient during non surgical endodontic procedures</li> <li>Explain how to support a patient in the event of syncope</li> <li>Explain the methods and reasons for retracting soft tissues during endodontic treatment</li> <li>Explain the reasons for high volume aspiration during endodontic</li> </ul>	<p>Root canal explorer probe Barbed broaches Gates Glidden (assorted) Reamer (assorted) K files (assorted) Titanium rotary instruments (assorted) Irrigating syringe Spiral filler pate filler (assorted) Finger spreader (assorted) Endodontic plugger Paper points (assorted) Gutta Endodontic ring Gutta percha points (assorted) Mouth mirror Sickle probe High and low volume suction tips Instruments for local anaesthetic Conventional handpiece</p>







Sr. No.	Module	Key Learning Outcomes	Equipment Required
21	<p><b>Basic Sensitization on Dental Radiology</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 03:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2402, HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>Understanding Digital Radiography in Dentistry: Moving from Film-based to Digital Imaging</li> <li>Understanding Digital Imaging Techniques and Error Correction</li> <li>Understanding Intraoral Radiographic Techniques</li> <li>Understanding Intraoral Radiography: Principles, Techniques and Error Correction</li> <li>Understanding Osteoporosis: Prevention, Management, and Screening Using Dental Radiographs</li> <li>Understanding Practical Panoramic Radiography</li> <li>Understanding Radiation Biology, Safety and Protection for Today's Dental Team</li> <li>Understanding Radiographic Techniques for the Pediatric Patient</li> </ul>	<p>Intra-oral X-ray machine</p> <p>Lead apron</p> <p>Assorted Intra oral X-ray films</p> <p>Assorted Extra oral films</p> <p>X-ray film holders</p> <p>Assorted X-ray barriers</p> <p>Manual developing</p> <p>Self developing</p> <p>X-ray viewer</p> <p>Fixer</p> <p>X-ray envelope</p>
22	<p><b>Assistance in Clinical Dentistry- Periodontal Procedures</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2408</p>	<ul style="list-style-type: none"> <li>Periodontal screening and periodontal treatment</li> <li>Describe the instrument used to carry out a basic periodontal examination of the periodontium</li> <li>Describe the scoring following a basic examination of the periodontium as it relates to health status of the periodontium</li> <li>Describe the scoring following a basic periodontal examination as it relates to treatment planning</li> <li>Describe the probes used to support a full periodontal screening to include true and false pockets; gingival recession and furcation involvement</li> <li>Discuss how to record information on a periodontal chart</li> <li>Describe the supra and subgingival hand instruments required to remove supra and subgingival calculus</li> <li>State the advantages and disadvantages of using an ultra sonic scaler to remove plaque and calculus</li> <li>Explain the complications which may occur following periodontal therapy</li> <li>Apply understanding and skills to establish the role of plaque and calculus in relation to periodontal disease Discuss the chemical composition, development and the</li> </ul>	<p>Williams probe</p> <p>BPE/CPITN probe</p> <p>Furcation probe</p> <p>Jucquette scalar</p> <p>Push scaler</p> <p>Sickle scaler</p> <p>Periodontal hoes</p> <p>Universal curette</p> <p>Gray curette</p> <p>Ultrasonic scaler</p> <p>Sharpening stone</p>





Sr. No.	Module	Key Learning Outcomes	Equipment Required
25	<p><b>Disinfection, Cleaning and preventive maintenance of Dental equipment, materials and implants</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2402</p>	<ul style="list-style-type: none"> <li>Understanding of different disinfectant agents used for various Dental equipment, materials and implants</li> </ul>	<p>Hand washing sink Instrument cleaning sink Autoclave Personal protective equipment; gloves; masks; heavy duty gloves; long handled brush; bib Instrument storage unit Sharps container Special waste container Domestic waste container Contaminated waste bin Low volume suction High volume suction Cotton wool rolls Cotton pellets 3-1 syringe (reusable)</p>
26	<p><b>Basic Sensitization to Advanced functions and Dental specialties</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2401</p>	<ul style="list-style-type: none"> <li>Basic sensitization of dental specialties like oral public health, pediatric, geriatric, oral and maxilla-facial, endodontics, orthodontics, periodontics, prosthodontics, etc.</li> <li>Basic sensitization of advanced equipment and technology used for dental practices.</li> <li>Basic Sensitization on regulatory guidelines set time to time regarding dentistry, radiography, pharmacology, etc.</li> </ul>	<p>E-module to learn and search tools</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
27	<p><b>Basic Computer Knowledge</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2401, HSS/ N 2402, HSS/ N 2403, HSS/ N 2404, HSS/ N 2405, HSS/ N 2406, HSS/ N 2407, HSS/ N 2408, HSS/ N 2409</p>	<ul style="list-style-type: none"> <li>To gain broad understanding about Application of computers in laboratory Practice</li> <li>Introduction to Computers:</li> <li>Block diagram</li> <li>Input and Output devices</li> <li>Storage devices</li> <li>Introduction to operating systems</li> <li>Need of Operating systems (OS)</li> <li>Function of OS</li> <li>Windows 2000 – Utilities and basic operations</li> <li>Microsoft office 2000 – MS Word, MS Excel</li> </ul>	Computer with internet facility
28	<p><b>Soft Skills and Communications</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 15:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 2401, HSS / N/9603, HSS/N/9604, HSS/N/9605 &amp; HSS/N/9607</p>	<ul style="list-style-type: none"> <li>Understand Art of Effective Communication</li> <li>Able to handle effective Communication with Patients &amp; Family</li> <li>Able to handle effective Communication with Peers/ colleagues using medical terminology in communication</li> <li>Discuss the methods of verbal and non-verbal communication a dental assistant would employ within a dental practice</li> <li>Learn basic reading and writing skills</li> <li>Learn sentence formation</li> <li>Learn grammar and composition</li> <li>Learn how to enhance vocabulary</li> <li>Learn Goal setting, team building, team work, time management, thinking and reasoning &amp; communicating with others</li> <li>Learn problem solving</li> <li>Understand need for customer service and service excellence in Medical service</li> <li>Understand work ethics in hospital set up</li> <li>Learn objection handling</li> <li>Learn Telephone and Email etiquettes</li> <li>Learn Basic computer working like feeding the data, saving the data and</li> </ul>	Self-learning and understanding









### Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Dental Assistant</b>
<b>Qualification Pack</b>	<b>HSS/ Q 2401</b>
<b>Sector Skill Council</b>	<b>Healthcare Sector Skill Council</b>

Sr. No.	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

<b>Practical (80% weightage)</b>	
<b>Grand Total-1 (Subject Domain)</b>	<b>400</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>	<b>100</b>
<b>Grand Total-(Skills Practical and Viva)</b>	<b>500</b>
<b>Theory (20% weightage)</b>	
	<b>Marks Alloted</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>80</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>	<b>20</b>
<b>Grand Total-(Theory)</b>	<b>100</b>
<b>Grand Total-(Skills Practical and Viva + Theory)</b>	<b>600</b>
<b>Passing Marks (70% of Max. Marks)</b>	<b>420</b>
<b>Final Result</b>	<b>Pass/Fail</b>













	PC7 Assist in gently packing extraction site in medicament dipped, appropriate packing material		5	0	5
	PC8 Assist in controlling all bleeding		5	0	5
	PC9 Provide all prescriptions and patient items to the patient		20	0	20
	PC10 Clearly and accurately instruct the patient on follow-up procedures		15	0	15
	PC11 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		5	0	5
	PC12 Assist in ensuring timely implementation of appropriate procedures		5	0	5
	PC13 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		10	10	0
	PC14. Establish trust and rapport with colleagues		5	0	5
	PC15 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC16 Identify and manage potential and actual risks to the quality and safety of practice		30	0	30
	PC17 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	<b>Total</b>		200	45	155
6.HSS/ N 2406 (Assist with Endodontic Dental Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	<b>200</b>	5	0	5
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	5	0
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern		5	0	5
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0	5
	PC5 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum		5	0	5

tissue			
PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth	5	0	5
PC7 Efficiently and smoothly transfer instruments, equipment and materials	30	0	30
PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy	20	0	20
PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	5	0	5
PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines	30	0	30
PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation	5	0	5
PC12 Assist in ensuring that temporary filling is free of excess material	5	0	5
PC13 Assist in controlling all bleeding	5	0	5
PC14 Provide all prescriptions and patient items to the patient	5	0	5
PC 15 Clearly and accurately instruct the patient on follow-up procedures	5	0	5
PC16 Assist in ensuring timely implementation of appropriate procedures	5	0	5
PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	5	5	0
PC18 Establish trust and rapport with colleagues	5	0	5
PC19 Promote and demonstrate good practice as an individual and as a team member at all times	5	0	5
PC20 Identify and manage potential and actual risks to the quality and safety of practice	35	0	35



	patient on follow-up procedures				
	PC16 Assist in ensuring timely implementation of appropriate procedures		6	0	6
	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		25	25	0
	PC18 Establish trust and rapport with colleagues		6	0	6
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times		6	0	6
	PC20 Identify and manage potential and actual risks to the quality and safety of practice		40	10	30
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		8	8	0
	<b>Total</b>		<b>200</b>	<b>48</b>	<b>152</b>
8. HSS/ N 2408 ( Assist with Periodontal Dental Procedures)	PC1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	<b>200</b>	10	0	10
	PC2 Assist in appropriately and effectively managing the suspected or known local		10	10	0
	PC 3 Assist in properly preparing wound site and dressing material, and carefully place dressing covering entire wound site		10	0	10
	PC 4 Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference		10	0	10
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		10	0	10
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		10	0	10
	PC7 Assist in providing all prescriptions and patient items to the patient		10	0	10
	PC8 Clearly and accurately instruct the patient on follow-up procedures		10	0	10
	PC9 Assist in ensuring timely implementation of appropriate procedures		20	0	20















HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	<b>50</b>	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
			50	32	18
<b>Grand Total-2 (Soft Skills and communication)</b>			<b>100</b>		
<b>Detailed Break Up of Marks</b>		<b>Theory</b>			
<b>Subject Domain</b>		<b>Select each NOS totaling 80</b>			
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Total Marks (80)</b>	<b>Marks Allocation</b>		
			<b>Theory</b>		



treatment)	PC2 Set up equipment, instruments and required materials for scheduled dental procedure	
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.	
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines	
	PC5 Understand the clinical procedural requirements of the patient	
	PC 6 Prepare and implement patient risk management procedures	
	PC7 Ensure access to the dental treatment area and chair is appropriately provided	
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view	
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges	
	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing	
	PC11 Thoroughly explain the procedure to the patient and answer patient's queries	
	PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique	
	PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination	
	PC14 Identify and manage potential and actual risks to the quality and safety of practice	
	PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	
	PC16 Establish trust and rapport with colleagues	
	PC17 Maintain competence within one's role and field of practice	

	PC18 Promote and demonstrate good practice as an individual and as a teammember at all times		
	PC19 Identify and manage potential and actual risks to the quality and safety of practice		
	PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		4
3.HSS/ N 2403 (Assist with intra-oral Preventive Procedures)	PC1. Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris		
	PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light		
	PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence		
	PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent		
	PC5 Assist in preparing the teeth and sealant material according to the dental		
	PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures		
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material	8	8
	PC8 Assist in ensuring timely implementation of appropriate procedures		
	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC10 Establish trust and rapport with colleagues		
	PC11 Maintain competence within one's role and field of practice		
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		
	PC14 Evaluate and reflect the quality of one's work		

	and make continuing improvements		
	<b>Total</b>		8
4.HSS/ N 2404 (Provide information about test results)	PC1 Assist in accurately matching shade to patient's dentition and document it	10	10
	PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		
	PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		
	PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		
	PC 5 Assist in accurately matching shade to the patient's dentition and document it		
	PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern		
	PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		
	PC8 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue		
	PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth		
	PC10 Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth		
	PC11 Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments		
	PC 12 Assist in carefully loosening the matrix band and remove it		
	PC13 Assist in performing the restoration procedure with appropriate instruments and methods		
	PC14 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		

	PC15 Assist in ensuring timely implementation of appropriate procedures		
	PC16 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC17 Establish trust and rapport with colleagues		
	PC 18 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC 19 Identify and manage potential and actual risks to the quality and safety of practice		
	PC 20 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		10
5. HSS/N2405 (Assist with Operative Dentistry Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		
	PC 3 Efficiently and smoothly transfer instruments, equipment and materials		
	PC 4 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	8	8
	PC5 Assist in properly and thoroughly remove sutures		
	PC6 Assist in freeing the Internal wound tissues of external contamination		
	PC7 Assist in gently packing extraction site in medicament dipped, appropriate packing material		
	PC8 Assist in controlling all bleeding		
	PC9 Provide all prescriptions and patient items to the patient		
	PC10 Clearly and accurately instruct the patient on follow-up procedures		









	PC18 Establish trust and rapport with colleagues		
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC20 Identify and manage potential and actual risks to the quality and safety of practice		
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		12
8. HSS/ N 2408 ( Assist with Periodontal Dental Procedures)	PC1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		
	PC2 Assist in appropriately and effectively managing the suspected or known local		
	PC 3 Assist in properly preparing wound site and dressing material, and carefully place dressing covering entire wound site		
	PC 4 Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference		
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	8	8
	PC7 Assist in providing all prescriptions and patient items to the patient		
	PC8 Clearly and accurately instruct the patient on follow-up procedures		
	PC9 Assist in ensuring timely implementation of appropriate procedures		
	PC 10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC11 Establish trust and rapport with colleagues		
	PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times		





PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	
PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work	
PC18. Confine records, materials and medicaments to a well-designated clean zone	
PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone	
PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste	
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	
PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release	
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	
PC25. Wear personal protective clothing and equipment during cleaning procedures	
PC26. Remove all dust, dirt and physical debris from work surfaces	
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	
PC29. Dry all work surfaces before and after use	
PC30. Replace surface covers where applicable	
PC31. Maintain and store cleaning equipment	

	<b>Total</b>		4
<b>Grand Total-1 (Subject Domain)</b>		<b>80</b>	<b>80</b>
<b>Soft Skills and Communication</b>		<b>Select each part each carrying 10 marks totaling 20</b>	
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Total Marks (20)</b>	<b>Marks Allocation</b>
			<b>Theory</b>
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>			
<b>1. Attitude</b>			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	4	4
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	4	4
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field		





	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		
	<b>Total</b>		2
<b>2. Safety management</b>			
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	4	4
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	<b>Total</b>		4
<b>3. Waste Management</b>			
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4	4

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



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