

Revised Application Documentation: Version 5 /25 May 2015

## **QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY**

### **Name and address of submitting body:**

#### **Healthcare Sector Skill Council**

C/o Confederation of Indian Industry, 23, Institutional Area Lodi Road New Delhi – 110 003

### **Name and contact details of individual dealing with the submission**

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**Position in the organisation:** CEO

#### **Address if different from above**

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### **List of documents submitted in support of the Qualifications File (attached in following order)**

1. Qualification Pack- Annexure1
2. Occupational Mapping Report-Annexure 2
3. Functional Analysis Report-Annexure 3
4. RFP for development of occupational standards-Annexure 4
5. Validation group and industry consultations- Annexure 5
6. The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6
7. Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:  
<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>
8. Quality Assurance Strategy of Assessment in HSSC-Annexure 7
9. Assessment criteria/framework-Annexure 8

## QUALIFICATION FILE SUMMARY

<b>Qualification Title</b>	Dental Assistant- HSS/ Q 2401		
<b>Body/bodies which will assess candidates</b>	Healthcare Sector Skill Council		
<b>Body/bodies which will award the certificate for the qualification.</b>	Healthcare Sector Skill Council		
<b>Body which will accredit providers to offer the qualification.</b>	Healthcare Sector Skill Council		
<b>Occupation(s) to which the qualification gives access</b>	Dental Assistant in the Healthcare Industry is also known as a Chair-side Assistant, Dental Surgery Assistant.		
<b>Proposed level of the qualification in the NSQF.</b>	Level 4		
<b>Anticipated volume of training/learning required to complete the qualification.</b>	700 hrs.		
<b>Entry requirements / recommendations.</b>	Class X		
<b>Progression from the qualification.</b>	Dental Assistant may progress in the same field as Team leader or supervisor or they may take lateral entry into direct patient care in the hospital setting or they may progress into administrative field as front desk assistant or manager		
<b>Planned arrangements for RPL.</b>	HSSC has developed RPL policy to conduct pre assessment of students for gap analysis as per NOS, sharing the gap & final assessments of students and certification. It is explained in section 1 under Assessment, Point 2		
<b>International comparability where known</b>	While writing the NOSs the UK NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs.		
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b> (include any identification code used)	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
HSS/ N 2401: Perform supportive tasks	Mandatory	Class Room and Skill Lab Training = 510 hours Clinical/Laboratory Training (OJT) = 190 hours	4
HSS/ N 2402: Prepare work area for patient treatment	Mandatory		4
HSS/ N 2403: Assist with intra-oral preventive procedures	Mandatory		4
HSS/ N 2404: Assist with intra-oral Restorative	Mandatory		4
HSS/ N 2405: Assist with operative dentistry procedures	Mandatory		4

HSS/ N 2406: Assist with endodontic procedures	<b>Mandatory</b>		<b>4</b>
HSS/ N 2407: Assist with prosthodontics procedures	<b>Mandatory</b>		<b>4</b>
HSS/ N 2408: Assist with periodontal procedures	<b>Mandatory</b>		<b>4</b>
HSS/ N 2409: Assist with orthodontic procedures	<b>Mandatory</b>		<b>4</b>
HSS/ N 9603: Act within the limits of one's competence and authority	<b>Mandatory</b>		<b>4</b>
HSS/ N 9603: Act within the limits of one's competence and authority	<b>Mandatory</b>		<b>4</b>
HSS/ N 9604: Work effectively with others	<b>Mandatory</b>		<b>4</b>
HSS/ N 9605: Manage work to meet requirements			<b>4</b>
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	<b>Mandatory</b>		<b>4</b>
HSS/ N 9607: Practice Code of conduct while performing duties	<b>Mandatory</b>		<b>4</b>
HSS/ N 9609: Follow biomedical waste disposal protocols	<b>Mandatory</b>		<b>4</b>
HSS/ N 9610: Follow infection control policies and procedures	<b>Mandatory</b>		<b>4</b>

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

**Qualification pack is attached as Annexure 1**

## **SECTION 1**

### **ASSESSMENT**

#### **Name of assessment body:**

If there will be more than one assessment body for this qualification, give details.

Manipal City & Guilds  
IRIS corporate solutions pvt ltd  
Aspiring Mind  
CII

#### **Will the assessment body be responsible for RPL assessment?**

Give details of how RPL assessment for the qualification will be carried out and quality assured.

HSSC conducts QP-NOS based direct three-way assessment for each and every candidate applied for recognition of prior learning (vis. Certifying the un-certified but skilled workforce who acquired skills through experience of years). Here, the candidates may undergo short-term training of gaps identified. The assessment is conducted via HSSC certified assessor. The assessment pattern is as follows:

#### **REGISTRATION**

The candidates need to submit registration form online along with uploading of scanned copies of some mandatory documents. Based on screening of the form, the candidates would be registered on conforming following eligibility criteria.

#### **PRE-ASSESSMENT:**

The purpose of Pre-assessment is to shortlist candidates as per prescribed limit, and also to notify gaps NOS wise to each candidate for their own self-training or opting for short-term training module before final assessment. The pre-assessment also informs about the reliability of information provided by candidates that they have experience working in the given job role. The pre-assessment is Online, Objective type, NOS based, with Each NOS compulsory each carrying 100 marks, No negative marking for incorrect answers, Test venue is kept as may be home/cyber café/institution/HSSC assessment center if the system have google chrome (Version 41.0.2272.101) and a web camera. Timed test link which expires after 90 minutes from the time of starting / writing the test is used for the same. Result is presented with no. of questions allotted and answered correctly for each NOS along with marks scored for each NOS out of 100.

#### **PORTFOLIO SCREENING**

Each registered candidate has to prepare and submit the portfolio as per formats given by HSSC. The portfolio may be verified by HSSC/nominated assessor during pre-assessment and scoring card is given for each portfolio.

#### **FINAL ASSESSMENT:**

The candidates conforming to RPL guidelines based on both pre-assessment and portfolio screening are finally selected for final assessment. Final assessment is conducted through HSSC accredited Assessing body as per HSSC defined assessment criteria and NOS used for assessment of fresh entrants as described above. Final Assessment is conducted at the training site or at working place in case number of enrolled candidate from the site is more than 15. If needed, Assessment centers is arranged for assessment of candidates in cluster

**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:**

*QA regarding accreditation of Assessing Body:*

The HSSC Accreditation process is divided into two steps:

- 1) Pre-accreditation process:
  - Apply for Accreditation: Application form with desired documents in prescribed format to be sent.
  - Document Compliance Check: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by HSSC.
  - Presentation on Quality Assurance: to be given by Assessing body highlighting the quality assurance process laid down by AB at the process points
  - Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.
- 2) Post-accreditation process: Post accreditation, the accredited assessing bodies needs to fulfill following minimum eligibility criteria or requisites for implementation:
  - All Empanelled Assessors would have to undergo **"Train the Assessor"** Program conducted by HSSC for each job role time to time.
  - Accredited Assessing Body would have to abide with requisite time-lines, policies and regulations declared by HSSC.
  - Accredited Assessing Body with times would have to contribute in expansion of the questionnaire.

*QA Regarding Assessment Criteria & papers:*

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical are developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc.

The assessment sets as well as assessment criteria are then reviewed by panel of experts from Industry as well as HSSC official for consistency and suitability. The assessments are designed so as to assess maximum parts during the practical hands on work. The technical limitations at the training centres are taken care in theory and viva.

All HSSC accredited Assessment Agency follow the "HSSC process of Assessment Framework" and HSSC approved assessment papers. The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack developed by HSSC.

Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

The following tools are proposed to be used for final assessment:

**1 Practical Assessment:** This will comprise of a creation of mock environment in the skill lab which is equipped with all equipment's required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist. The end product will be measured against the specified dimensions and standards to gauge the level of his skill achievements.

**2 Viva/Structured Interview:** This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment and equipment's etc.

**3 Written Test:** Under this test few key items which cannot be assessed practically will be assessed. The written assessment will comprise of

- i. True / False Statements
- ii Multiple Choice Questions
- iii Matching Type Questions.
- iv) Fill in the blanks

*QA Regarding Assessors:*

Assessors are selected as per the “eligibility criteria” laid down by HSSC for assessors for each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts “Training of Assessors” program time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) MOCK assessments
- 8) Sample question paper and practical demonstration

HSSC also conduct telephonic orientation of the assessors before each assessment for the given job role to assure quality, fairness and timely conduct of assessment.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

*QA before, during and after Assessments:*

HSSC ensures pre-requisites of Assessment needed by training institute regarding ARTICLES like Mannequins, Mock Ward Infrastructure, Transferring Equipment, Job role related equipment; INFRASTRUCTURE like Class rooms, Skill Lab, Aids like board/marker/logistics, Furniture like display tables, chairs; STAFF like Co-ordinator from training institute, Peon, Some additional members(for simulated situations, if required); DOCUMENTS like Admit Card, Govt. validated ID proof, Record Books like attendance, log book, internal evaluation sheets, Student Enrollment details; for CO-ORDINATION one full time co-ordination point for co-ordination with assessment coordinator before, during and after assessment.

HSSC ensures the three Phases of Assessment to be assured by assessing body and assessor for fair, consistent and quality assessment. The three phases of assessment is enlisted below:

**PREPARATORY PHASE: Documents ensured to be packed, sent and received:** Seal Pack of Sets of Papers, Invigilation Sheet/Covering letter, OMR/Answer sheet; Well **Co-ordination needs to be assured between** Assessment coordinator of assessing body, HSSC official, coordinator from skill center and assessor.

**PHASE OF CONDUCT:**

**1) Written Examination:**

- o Assessor should reach the VTP 30 minutes before the assessment and ensure that all the arrangements are as per the HSSC rules and regulation
- o He should make seating arrangement to students leaving minimum 3 feet space between candidates.
- o He should make the students sit in the order of seating arrangements.
- o The enrolment numbers are to be written on the desks before the arrival of students.
- o The details to be filled like assessor name , date and Qualification name should be written on

the board

- o Learners should keep all their belongings outside the classroom. All mobiles should be switched off and kept on the desk in front of the invigilator
- o The seal of the assessment materials is opened in front of the students.
- o OMR sheets to be distributed to all learners
- o Assessors should instruct the learners on the rules and regulation of the assessment
  - No. of questions
  - Duration of paper
  - Disciplinary rules
  - Administrative rules

## 2) Attendance:

- o The assessor/assessment co-coordinator needs to get signature of all candidates while theory as well as practical examination on invigilation sheet. The sheets are signed and stamped by the In-charge /Head of the Training Centre.
- o The assessor/assessment co-coordinator needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
- o The assessor/assessment co-coordinator needs to punch the trainee's roll number on all the test pieces.
- o The assessor/assessment co-coordinator needs to take a photograph of all the students along with the assessor standing in the middle and with the center name/banner at the back as evidence.
- o The assessor/assessment co-coordinator needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.
- o The assessor/assessment co-coordinator also needs to carry a photo ID card.
- o The assessor/assessment co-coordinator also needs to take the photographs as evidence from appropriate angles/sides of the final work piece/job submitted by the trainee. This evidence is signed by the trainee at the time of submission of the job piece.
- o The assessor/assessment co-coordinator needs to measure the dimensions and finish of the submitted job piece as per the tolerance or standards mentioned in the assessment guide.

## 3) Segregate learners into batches:

- o Assign combination of one critical and one elementary NOS along with the soft skill NOS
- o Allocate time to learner
- o Ask learners to be present 5 minutes earlier than the time allotted at the lab

## 4) Conduct Practical Assessments:

- o Assign practical task to the learners
- o Ask the learner to collect articles and be ready for assessments
- o Observe learner conducting the assigned task
- o Evaluate and Record observations and marks and in the recording sheets
- o You may ask learners question on the task being done

## 5) Conduct Viva:

- o Ask questions from the learners on the assigned task
- o Ask questions prescribed in the assessment guide on non-prescribed tasks to ensure that the learners have complete knowledge on the assessment

## 6) Collate Results:

- o Check written answer scripts
- o Sum up the practical NOS marks
- o Sum up the viva marks
- o Remember to sign off on all sheets where scores are mentioned
- o Submit the collated result to assessment body

representative/project manager

- 7) **Surprise Visits/Surveillance check** is kept to ensure the quality and fair assessments.

#### POST-ASSESSMENT PHASE

##### 1) **Verify Result**

- o Check for accuracy of names and date of birth
- o Check for accuracy of marks against each learner
- o Ensure that the pass percentage is correctly applied to the result
- o Ensure that the learner has cleared all sections of the assessments in line with the HSSC assessment strategy
- o Check if the excel sheet for each learner is accurately filled and is available for cross referencing with the covering result sheet
- o Each and every result has to get cross-verified by HSSC official

##### 2) **Upload/Sharing of Results**

- o Once the results are ready it is uploaded on the SDMS website/portal and verified on the same
- o Or the results are shared to Training institute only by HSSC.
- o In case of any query or issue raised for assessment, the assessments are subjected to re-evaluation as per protocol laid down by HSSC.

##### 3) **Documentation**

- o Question papers are kept in secure cupboard with limited and controlled access.
- o Used OMR sheets are to be stored for the next ten years
- o QP should be always current version

**Assessment process and guidelines are attached as Annexure 7**

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

1. **Quality Assurance Strategy of Assessment in HSSC attached as Annexure 7**
2. **Assessment Criteria attached as Annexure 8**

### ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

<b>Job Role</b>	Dental Assistant
<b>Qualification Pack Code</b>	HSS/ Q 2401
<b>Sector Skill Council</b>	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 totaling 400
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources, minimising patient wait time and non-productive time of staff	200	10	0	10
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines		30	0	30
	PC3. Schedule appointments that facilitate smooth patient flow and ease of patient transitions		10	0	10
	PC4. Accurately document the appointments in a timely manner		10	0	10

	PC5. Effectively adjust the treatment plans and schedules to meet changing needs		30	0	30
	PC6 Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care		10	0	10
	PC7.Determine the treatment requirements of the patient		10	0	10
	PC8.Prepare and implement patient risk management procedures		10	0	10
	PC9. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0
	PC10 Establish trust and rapport with colleagues		10	10	0
	PC11 Maintain competence within one's role and field of practice		10	10	0
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		10	10	0
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	10	0
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		20	20	0
	<b>Total</b>		<b>200</b>	<b>80</b>	<b>120</b>
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas	<b>200</b>	5	0	5
	PC2 Set up equipment, instruments and required materials for scheduled dental procedure		5	0	5
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.		20	0	20
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines		15	0	15
	PC5 Understand the clinical procedural requirements of the patient		5	0	5
	PC 6 Prepare and implement patient risk management procedures		20	0	20
	PC7 Ensure access to the dental treatment area and chair is appropriately provided		5	0	5
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view		5	0	5
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges		5	0	5

	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing		5	0	5
	PC11 Thoroughly explain the procedure to the patient and answer patient's queries		5	0	5
	PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique		5	0	5
	PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination		20	0	20
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		5	0	5
	PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0
	PC16 Establish trust and rapport with colleagues		5	0	5
	PC17 Maintain competence within one's role and field of practice		5	0	5
	PC18 Promote and demonstrate good practice as an individual and as a teammember at all times		20	0	20
	PC19 Identify and manage potential and actual risks to the quality and safety of practice		20	0	20
	PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	<b>Total</b>		<b>200</b>	<b>25</b>	<b>175</b>
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	<b>200</b>	25	0	25
	PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light		10	2	8
	PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence		10	2	8
	PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent		10	2	8
	PC5 Assist in preparing the teeth and sealant material according to the dental		10	2	8
	PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures		10	2	8
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material		10	2	8
	PC8 Assist in ensuring timely implementation of appropriate procedures		40	10	30

	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		25	5	20
	PC10 Establish trust and rapport with colleagues		10	2	8
	PC11 Maintain competence within one's role and field of practice		10	2	8
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		10	2	8
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	2	8
	PC14 Evaluate and reflect the quality of one's work and make continuing improvements		10	2	8
	<b>Total</b>		<b>200</b>	<b>37</b>	<b>163</b>
4.HSS/ N 0304 (Provide information about test results)	PC1 Assist in accurately matching shade to patient's dentition and document it	<b>200</b>	5	0	5
	PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		20	0	20
	PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	0	5
	PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		20	0	20
	PC 5 Assist in accurately matching shade to the patient's dentition and document it		5	0	5
	PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern		5	0	5
	PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0	5
	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		5	0	5
	PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth		5	5	0
	PC10 Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth		20	0	20
	PC11 Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments		5	5	0
	PC 12 Assist in carefully loosening the matrix		5	5	0

	band and remove it				
	PC13 Assist in performing the restoration procedure with appropriate instruments and methods		40	10	30
	PC14 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		5	0	5
	PC15 Assist in ensuring timely implementation of appropriate procedures		25	5	20
	PC16 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		5	0	5
	PC17 Establish trust and rapport with colleagues		5	0	5
	PC 18 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC 19 Identify and manage potential and actual risks to the quality and safety of practice		5	5	0
	PC 20 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	<b>Total</b>		<b>200</b>	<b>40</b>	<b>160</b>
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	<b>200</b>	20	5	15
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		20	15	5
	PC 3 Efficiently and smoothly transfer instruments, equipment and materials		15	5	10
	PC 4 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		25	5	20
	PC5 Assist in properly and thoroughly remove sutures		5	0	5
	PC6 Assist in freeing the Internal wound tissues of external contamination		5	0	5
	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>		<b>200</b>	<b>45</b>	<b>155</b>
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 tissue		5	0	5
	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
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	<b>Total</b>		<b>200</b>	<b>15</b>	<b>185</b>
7.HSS/ N 2407 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark	<b>200</b>	6	0	6
	PC2 Assist in taking impressions that are free of bubbles, tears and voids		6	0	6
	PC3 Assist in taking impressions that accurately establish centric relationship with approved methods		6	0	6
	PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness		6	0	6
	PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue		6	0	6

	PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris		6	0	6
	PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth		6	0	6
	PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold		6	0	6
	PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold		6	0	6
	PC 10 Assist in properly preparing tray and material according to the instructions		25	5	20
	PC 11 Efficiently and smoothly transfer instruments, equipment and materials		6	0	6
	PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		6	0	6
	PC 13 Assist in controlling all bleeding		6	0	6
	PC14 Assist in providing all prescriptions and patient items to the patient		6	0	6
	PC15 Assist in clearly and accurately instructing the patient on follow-up procedures		6	0	6
	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
	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		20	20	0
	PC11 Establish trust and rapport with colleagues		10	0	10
	PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times		10	0	10
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		40	0	40
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		20	20	0
	<b>Total</b>		<b>200</b>	<b>50</b>	<b>150</b>
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines	<b>200</b>	30	10	20
	PC2 Assist in applying direct and indirect bracket bonding material, using proper isolation techniques		15	0	15
	PC3 Assist in properly placing and bonding orthodontic bands and brackets		15	0	15
	PC4 Assist in appropriately placing, bonding and removing orthodontic equipment		30	10	20
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		15	0	15
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		5	0	5

	PC 7 Assist in providing all prescriptions and patient items to the patient		5	0	5
	PC8 Clearly and accurately instruct the patient on follow-up procedures		5	0	5
	PC9 Assist in ensuring timely implementation of appropriate procedures		30	10	20
	PC10 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
	PC11 Establish trust and rapport with colleagues		5	0	5
	PC12 Maintain competence within one's role and field of practice		5	5	0
	PC13 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		25	5	20
	PC15 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	<b>Total</b>		<b>200</b>	<b>50</b>	<b>150</b>
9. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	<b>200</b>	5	0	5
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		5	0	5
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		5	5	0
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		20	10	10
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		5	0	5
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		5	0	5
	PC7. Follow procedures for risk control and risk containment for specific risks		10	0	10
	PC8. Follow protocols for care following exposure to blood or other body fluids as required		10	0	10
	PC9. Place appropriate signs when and where appropriate		20	10	10
	PC10. Remove spills in accordance with the policies and procedures of the organization		5	0	5

PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination	5	0	5
PC12. Follow hand washing procedures	5	0	5
PC13. Implement hand care procedures	5	0	5
PC14. Cover cuts and abrasions with water-proof dressings and change as necessary	5	5	0
PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use	5	0	5
PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	5	0	5
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	20	10	10
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	5	0	5
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	5	0	5
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	5	5	0
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	5	0	5
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	5	5	0
PC25. Wear personal protective clothing and equipment during cleaning procedures	5	0	5
PC26. Remove all dust, dirt and physical debris from work surfaces	5	0	5
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	5	0	5
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full	5	0	5

	compliance with cleaning, disinfection and sterilisation protocols				
	PC29. Dry all work surfaces before and after use		5	0	5
	PC30. Replace surface covers where applicable		5	0	5
	PC31. Maintain and store cleaning equipment		5	5	0
	<b>Total</b>		<b>200</b>	<b>55</b>	<b>145</b>
<b>Grand Total-1 (Subject Domain)</b>		<b>400</b>			
<b>Soft Skills and Communication</b>		<b>Pick one field from both parts each carrying 50 marks totaling 100</b>			
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Total Marks (100)</b>	<b>Out Of</b>	<b>Marks Allocation</b>	
				<b>Viva</b>	<b>Observation/ Role Play</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	<b>50</b>	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
				<b>30</b>	<b>12</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	<b>50</b>	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2

	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
			<b>20</b>	<b>7</b>	<b>13</b>

## 2. Work Management

HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>50</b>	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
			<b>50</b>	<b>22</b>	<b>28</b>
<b>Work Management Total</b>		<b>50</b>	<b>50</b>	<b>22</b>	<b>28</b>

## 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	<b>50</b>	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
	<b>50</b>	<b>24</b>	<b>26</b>		

<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	<b>50</b>	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			<b>50</b>	<b>25</b>	<b>25</b>
<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	<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		4	4	0

	transport and disposal			
	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
		<b>50</b>	<b>32</b>	<b>18</b>
<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>	
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources, minimising patient wait time and non-productive time of staff	<b>6</b>	<b>6</b>	
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines			
	PC3. Schedule appointments that facilitate smooth patient flow and ease of patient transitions			
	PC4. Accurately document the appointments in a timely manner			
	PC5. Effectively adjust the treatment plans and schedules to meet changing needs			
	PC6. Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care			
	PC7. Determine the treatment requirements of the patient			
	PC8. Prepare and implement patient risk management 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 on the quality of one's work and make continuing improvements		
	<b>Total</b>		<b>6</b>
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas		
	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	<b>4</b>	<b>4</b>
	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 team member at all times		
	PC19 Identify and manage potential and actual risks to the quality and safety of practice		
	PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		<b>4</b>
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	<b>8</b>	<b>8</b>
	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>		<b>8</b>
4.HSS/ N 0304 (Provide information about test results)	PC1 Assist in accurately matching shade to patient's dentition and document it		
	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	<b>10</b>	<b>10</b>
	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>		<b>10</b>
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		
	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	<b>8</b>	<b>8</b>
	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		
	PC11 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		
	PC12 Assist in ensuring timely implementation of appropriate procedures		
	PC13 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC14. Establish trust and rapport with colleagues		
	PC15 Promote and demonstrate good practice as an individual and as a team member at all times		

	PC16 Identify and manage potential and actual risks to the quality and safety of practice		
	PC17 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		<b>8</b>
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		
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern		
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		
	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 tissue		
	PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth		
	PC7 Efficiently and smoothly transfer instruments, equipment and materials	<b>10</b>	<b>10</b>
	PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy		
	PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		
	PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines		
	PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation		
	PC12 Assist in ensuring that temporary filling is free of excess material		
	PC13 Assist in controlling all bleeding		

	PC14 Provide all prescriptions and patient items to the patient		
	PC 15 Clearly and accurately instruct the patient on follow-up procedures		
	PC16 Assist in ensuring timely implementation of appropriate procedures		
	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	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>		<b>10</b>
7.HSS/ N 24 07 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark		
	PC2 Assist in taking impressions that are free of bubbles, tears and voids		
	PC3 Assist in taking impressions that accurately establish centric relationship with approved methods		
	PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness		
	PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue	<b>12</b>	<b>12</b>
	PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris		
	PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth		
	PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold		
	PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold		

	PC 10 Assist in properly preparing tray and material according to the instructions		
	PC 11 Efficiently and smoothly transfer instruments, equipment and materials		
	PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		
	PC 13 Assist in controlling all bleeding		
	PC14 Assist in providing all prescriptions and patient items to the patient		
	PC15 Assist in clearly and accurately instructing the patient on follow-up procedures		
	PC16 Assist in ensuring timely implementation of appropriate procedures		
	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	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>		<b>12</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		
	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	<b>8</b>	<b>8</b>
	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		
	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		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		<b>8</b>
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines		
	PC2 Assist in applying direct and indirect bracket bonding material, using proper isolation techniques		
	PC3 Assist in properly placing and bonding orthodontic bands and brackets		
	PC4 Assist in appropriately placing, bonding and removing orthodontic equipment		
	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	<b>10</b>	<b>10</b>
	PC 7 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		
	PC10 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		
	PC12 Maintain competence within one's role and field of practice		

	PC13 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		
	PC15 Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		<b>10</b>
10. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements		
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		
	PC7. Follow procedures for risk control and risk containment for specific risks		
	PC8. Follow protocols for care following exposure to blood or other body fluids as required	<b>4</b>	<b>4</b>
	PC9. Place appropriate signs when and where appropriate		
	PC10. Remove spills in accordance with the policies and procedures of the organization		
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		
	PC12. Follow hand washing procedures		
	PC13. Implement hand care procedures		
	PC14. Cover cuts and abrasions with water-proof dressings and change as necessary		
	PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use		
	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>		<b>4</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>80</b>	<b>80</b>

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
<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 of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		

	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	<b>Total</b>		<b>4</b>
<b>Attitude Total</b>		<b>4</b>	<b>8</b>
<b>2. Work Management</b>			
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>2</b>	<b>2</b>
	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		
	<b>Total</b>		<b>2</b>
<b>Work Management Total</b>		<b>2</b>	<b>2</b>
<b>Part 1 Total</b>		<b>10</b>	<b>10</b>
<b>Part 2 (Pick one field as per NOS marked carrying 50 marks)</b>			
<b>1. Team Work</b>			
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	<b>2</b>	<b>2</b>
	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		
	<b>Total</b>		<b>2</b>
<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	<b>4</b>	<b>4</b>
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the		

	designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	<b>Total</b>		<b>4</b>

### 3. Waste Management

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>4</b>	<b>4</b>
	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>

## **SECTION 2**

### **EVIDENCE OF NEED**

#### **What evidence is there that the qualification is needed?**

While collecting data from the companies for the occupational map & functional analysis, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of HSSC gave final approval and endorsement for the same.

#### **What is the estimated uptake of this qualification and what is the basis of this estimate?**

The workforce in allied healthcare sector need expected to around 74 lac by 2022 double the workforce employed in 2013 as envisaged in Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Healthcare Sector is <http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

- Feedback from industry for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

#### **What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?**

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

#### **What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?**

- Agencies/personnel would be appointed by the HSSC to interact with training providers, employers, assessors to gather feedback in implementation.
- Monitoring of results of assessments, training delivery
- Employer feedback will be sought post-placement
- A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. **Occupational Mapping Report-Annexure 2**
2. **Functional Analysis Report-Annexure 3**

3. RFP for development of occupational standards-Annexure 4
4. Validation group and industry consultations- Annexure 5
5. The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6
6. Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:

<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

### **SECTION 3**

#### **SUMMARY OF DIRECT EVIDENCE OF LEVEL**

Justify the NSQF level allocated to the QP. Relate information about the job role and build upon the five descriptors for the level to justify.

Generic NOS is/are linked to the overall authority attached to the job role.

<b>Qualification Title and Classification Code Dental Assistant HSS/ Q 2401</b>					
<b>Process required</b>	<b>Professional knowledge</b>	<b>Professional skill</b>	<b>Core skill</b>	<b>Responsibility</b>	<b>Level</b>
The Dental Assistant performs certain activities such as support to the dentist to perform dental procedures In a timely, efficient and safe manner. Prepare for and support patients for treatment; assist Dentist with clinical procedures They work in familiar, predictable, routine, situation of clear choice	The dental Assistant work in collaboration with Dentists and other members of the oral healthcare team and deliver the healthcare services as directed. The individual should be result oriented. The individual should also be able to demonstrate clinical skills, communication skills and ethical behaviour. Individuals must always perform their duties in a calm, reassuring and efficient manner. This indicates that a Dental Assistant must have factual knowledge of field	Diet Assistant is expected to maintain food safety & hygiene, , safely storage of food and preventing contamination, , safe handling of food, appropriate selection of therapeutic diet determining, safe preparation of food, patient education on dietary requirements.All these are activities that require him/her to demonstrate his practical skill, as per the scope of the job role, using appropriate tool, quality concepts, responsible for	Essential attributes of Dental Assistant is to make record of the supplies required in the order book. Read labels on dental instruments, equipment and materials. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment. Read dental chart of the patient for information on patient's medical history and previous dental work. Read equipment manuals and assembly drawings to assemble new equipment	The Dental Assistant provides support to the dentist to perform dental procedures in a timely, efficient and safe manner. Dental assistant prepares for and supports patients for treatment, and assists the Dentist with clinical procedures. This is critical as it indicates that the person is responsible for his own work and learning. To Explain procedures to the patient and answer patient's queries. This is further reconfirmed by the fact that The Dental Assistant is expected to learn and improve his/her practice	<b>4</b>

	or study in order to perform activities correctly.	carrying out range of activities, requiring either laid down approach or may adopt alternative approaches as per the best evidenced practices.	or perform minor repairs. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist. Communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social, political and natural environment.	while on the job and is referred as “skilled workers	
Level: 4	Level: 4	Level: 4	Level: 4	Level:4	4

**OTHER EVIDENCE OF LEVEL** [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (**Optional**)

- Validated by Industry through various training provider & stake holders

Summary of other evidence (if used): NA

## **SECTION 4**

### **EVIDENCE OF RECOGNITION OR PROGRESSION**

**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**

While developing the NOS it was ensured that the job role has recognition and demand in national and international market. Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Mapping Report-Annexure 2**
- Functional Analysis Report-Annexure 3**
- Validation group and industry consultations- Annexure 5**
- The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6**