



## Higher National Unit specification

### General information for centres

**Unit title:** Oral Health Care: Managing a Dental Environment

**Unit code:** F1XL 35

**Unit purpose:** This Unit is designed to enable candidates to manage operational systems including audit requirements and clinical governance in a dental environment. The Unit will also equip candidates to manage procedures for the attraction, recruitment and retention of staff and the management of finances in a dental environment.

On completion of the Unit the candidate should be able to:

- 1 Manage the implementation of operational procedures.
- 2 Manage and monitor the recruitment, selection and induction of staff.
- 3 Manage financial resources.

**Credit points and level:** 2 HN credits at SCQF level 8: (16 SCQF credit points at SCQF level 8\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Candidates should have good communication skills, both written and oral. These can be evidenced either by the achievement of nationally recognised qualifications for example Higher English or a qualification equivalent to SCQF level 6 or by the completion of a pre-course interview part of which could take the form of a written assignment. The skills to undertake this Unit could also be demonstrated through an employer's reference or the process of application and interview.

**Core Skills:** There may be opportunities to gather evidence towards Core Skills in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes. This is a mandatory Unit in the framework of the PDA Dental Managers level 7. It may also be delivered as a stand-alone Unit for Continuing Professional Development (CPD) purposes.

**Assessment:** Specific advice on assessment of this Unit is given for each Outcome. Candidates must achieve all of the minimum evidence specified for each Outcome to pass the Unit. Outcome 1 could be assessed by an assignment. Outcome 2 could be assessed by a case study. Outcome 3 could be assessed by a cash flow and payroll exercise

## **Higher National Unit specification: statement of standards**

**Unit title:** Oral Health Care: Managing a Dental Environment

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Manage the implementation of operational procedures

#### **Knowledge and/or Skills**

- ◆ Role of the practice manager
- ◆ Operational procedures within the dental environment/workplace including auditing
- ◆ Policy and regulatory framework for managing quality in dentistry
- ◆ Clinical governance in dental practice

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain the role and responsibilities of the dental practice manager in relation to managing quality and clinical governance
- ◆ outline the regulatory framework in for managing quality in dentistry
- ◆ explain the role of the dental practice manager in supporting external auditors /practice inspection to carry out an audit
- ◆ understand the management of clinical audit

#### **Assessment Guidelines**

This Outcome may be assessed by an assignment on the role of the dental practice manager in relation to auditing in the dental environment. The assignment should be 1000–1500 words.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Oral Health Care: Managing a Dental Environment

### **Outcome 2**

Manage and monitor the recruitment, selection and retention of staff

#### **Knowledge and/or Skills**

- ◆ Relevant legislation
- ◆ Models of attraction, recruitment, selection, induction and retention of staff
- ◆ Planning and monitoring staffing requirements to deliver the service
- ◆ Grievance and disciplinary procedures
- ◆ Continuing professional development requirements of the dental team

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ outline relevant legislation
- ◆ investigate a range of recruitment models which could be applicable to the dental environment
- ◆ explain the planning and monitoring of staffing requirements
- ◆ explain the need for continuing professional development to meet regulatory requirements
- ◆ demonstrate the management of recruitment, selection or induction of staff

#### **Assessment Guidelines**

This Outcome may be assessed by an assignment based on a case study relating to the management of attraction, recruitment, selection and retention of staff in a dental environment. The case study could be a scenario or based on the candidate's workplace

### **Outcome 3**

Manage financial resources

#### **Knowledge and/or Skills**

- ◆ Relevant legislation
- ◆ Apportioning income and monitoring expenditure and related bookkeeping
- ◆ PAYE regulations
- ◆ Apportioning of dental fees

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Oral Health Care: Managing a Dental Environment

### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ outline relevant legislation
- ◆ operate a system for recording financial transactions
- ◆ prepare a cash flow statement for one aspect of a dental practice
- ◆ prepare salary and professional fees documentation

### **Assessment Guidelines**

This Outcome may be assessed by a payroll and cashflow exercise where candidates could be asked to prepare a payroll and cash flow statement demonstrating effective budgetary control. This could be a simulation or could be based on the candidate's actual workplace.

## Administrative Information

**Unit code:** F1XL 35

**Unit title:** Oral Health Care: Managing a Dental Environment

**Superclass category:** PF

**Original date of publication:** August 2007

**Version:** 01

### History of changes:

Version	Description of change	Date

**Source:** SQA

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## **Higher National Unit specification: support notes**

### **Unit title: Oral Health Care: Managing a Dental Environment**

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

### **Guidance on the content and context for this Unit**

#### **Outcome 1**

##### Role of the Dental Manager

- ◆ General Management
- ◆ Health and Safety Management
- ◆ IT & Technology Management
- ◆ Human Resource Management
- ◆ Financial Management
- ◆ Physical Resource Management
- ◆ Marketing Services & Sales Management
- ◆ Strategic Planning

Relevant legislation could include:

- ◆ Health & Safety at Work Act
- ◆ Employment Protection Act
- ◆ Data Protection Act
- ◆ Freedom of Information Act
- ◆ Smoking ( Health and Social Care )Act

Key agencies include:

- ◆ Scottish Executive
- ◆ Scottish Commission for the Regulation of Care
- ◆ General Dental Council
- ◆ Disability Rights Commission Scotland

Guidance/codes of practice include:

- ◆ National Standards for Dental Services
- ◆ Standards for Dental Professionals
- ◆ Clinical Governance framework

Clinical governance is part of the NHS drive to improve the quality of health care and to make providers accountable for delivering a consistent standard on which patients can rely. Audit is for looking at your practice and verifying 'how you are doing' against pre-set assumed standards.

## Higher National Unit specification: support notes (cont)

**Unit title:** Oral Health Care: Managing a Dental Environment

### Outcome 2

This Outcome should cover the key aspects of Employment law and the staffing issues facing dental practices/services. The intention is to provide managers (and potential managers) with a sound knowledge of recruitment practice and to be able to relate this to their own workplace.

Relevant legislation covered should include:

- ◆ Employment Equality (Age) Regulations 2006
- ◆ National Minimum Wage is a legal right which covers nearly all workers in the UK.
- ◆ The Equal Pay Act 1970
- ◆ Working Time Regulations
- ◆ Parental Leave and Time off for Dependants
- ◆ Right to Time Off for Study or Training
- ◆ The Sex Discrimination Act 1975.
- ◆ Race Discrimination
- ◆ Disability Discrimination Act 1995
- ◆ Rehabilitation of Offenders
- ◆ Disclosure Scotland
- ◆ Notice of Termination of Employment

Aspects should include:

- ◆ recruitment
- ◆ employment contracts
- ◆ employment rights
- ◆ sickness and statutory sick pay
- ◆ maternity arrangements
- ◆ redundancy
- ◆ disciplinary procedures
- ◆ handling staff complaints
- ◆ varying a contract of employment
- ◆ staff appraisal
- ◆ Health and safety

### Outcome 3

Candidates should be aware of the key issues surrounding the collection of fees from the NHS and Dental Plans and the subsequent apportioning of fees. The Outcome should also cover the relevant procedures relating to National Insurance and PAYE for the dental team. Cash flow management should also be covered in some detail including resources, supplies and day-to-day running costs.

## Higher National Unit specification: support notes (cont)

**Unit title:** Oral Health Care: Managing a Dental Environment

Relevant legislation should include:

- ◆ Health and Social Care (Scotland) Act 2001
- ◆ PAYE Regulations
- ◆ NHS payment regulations

### Guidance on the delivery and assessment of this Unit

Delivery should be student-centred and take account of actual workplace practice where possible and appropriate. Individual study should be encouraged. The use of case study materials (simulated or based on actual organisational policies and procedures) and practical exercises (in the case of Outcome 3) may assist in the delivery of the Unit. Where examples from real practice are used, candidates should be made aware of the need to maintain confidentiality of information.

Specific advice on assessment of this Unit is given for each Outcome. Candidates must achieve all of the minimum evidence specified for each Outcome to pass the Unit. The recommended methods of assessment for each Outcome are:

- ◆ Outcome 1: an assignment (1,000-1,500 words)
- ◆ Outcome 2: a case study
- ◆ Outcome 3: a cash-flow and payroll exercise

### *Opportunities for developing Core Skills*

There is no automatic certification of Core Skills in this Unit. However, there are clear opportunities to develop aspects of Core Skill components in:

- ◆ Communication: Written Communication will be evidenced via the candidate's written assignments
- ◆ Problem Solving: Critical thinking, planning and organising, reviewing and evaluating could be evidenced through the candidate's case study and written assignment.
- ◆ Information Technology: could be evidenced through input, storage and processing information and data, essential in a financial management system

### Open learning

This Unit would be suitable for delivery in a variety of modes including open, distance and blended learning

### Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).



## **General information for candidates**

### **Unit title: Oral Health Care: Managing a Dental Environment**

In this Unit you will gain an understanding of the regulatory framework in a dental environment, including the role of the dental manager in managing the requirements of audit and clinical governance. You will also gain an understanding of the legislation relevant to the attraction, recruitment, selection and retention of staff. You will look at a number of aspects in relation to the employment of staff and investigate a range of recruitment models. Finally you will look at financial management issues within a dental environment including payroll, collection and apportioning of fees.

### **Assessment methods**

Outcome 1 may be assessed by an assignment

Outcome 2 may be assessed by a case study on the recruitment and selection of staff

Outcome 3 may be assessed by a cash-flow and payroll exercise