



Higher National Unit specification: general information

Unit title: Supporting the Dental Team in the Workplace

Unit Code FN3T 35

Superclass PF

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Source Scottish Qualifications Authority

Version 01

Unit purpose

This Unit is designed to enable the candidate to demonstrate the knowledge and skills required to induct and mentor a student dental nurse or new member of staff to ensure safe practice within the dental environment and to understand the value of effective performance management processes.

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

- 1 Produce an induction programme for a new member of staff and evaluate its effectiveness
- 2 Evaluate the role and function of mentoring within the dental environment
- 3 Explain the process of performance management within the dental environment and evaluate its effectiveness

Recommended prior knowledge and skills

Access to this Unit is at the discretion of the centre. Candidates would normally be expected to be registered with the General Dental Council (GDC) as a dental professional, e.g. Dental Nurse, however the Unit could be accessed by other members of the dental team who are involved with the induction and support of new staff.

General information (cont)

Credit points and level

2 Higher National Unit 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.*

Core Skills

Completion of this Unit may provide opportunities to gather evidence towards the core skills of Communication, Working with Others and Information and Communication Technology however 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 delivered and assessed within the subject area of the group award to which it contributes. It is an optional Unit in the HND Dental Nursing but can also be delivered as a stand alone Unit, perhaps for Continued Professional Development (CPD) purposes.

Assessment

For Outcome 1 the candidate should produce an induction programme/manual and explain the process, content and purpose of induction. Observation and structured questioning could be used to supplement the performance evidence.

For Outcome 2 the candidate should produce a report explaining the benefits of mentoring within the workplace. This could be based on a case study which allows the candidate to devise an individual mentoring action plan which includes an analysis of two advantages and two limitations of mentoring

For Outcome 3, the performance management system used in the candidates' workplace should be evaluated and where necessary, recommendations made for improvement.

Higher National Unit specification: statement of standards

Unit Title: Supporting the Dental Team in the Workplace

Unit code: FN3T 35

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 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 occasion.

Outcome 1

Produce an induction programme for a new member of staff and evaluate its effectiveness

Knowledge and/or skills

- ◆ Content and purpose of induction
- ◆ The induction process — stages and people involved
- ◆ Documentation required for an induction
- ◆ Relevant current legislation
- ◆ Evaluation methods

Evidence requirements

Candidates will need evidence to demonstrate their knowledge and skills by showing that they can:

- ◆ explain why induction is necessary
- ◆ produce an induction programme for a new member of staff
- ◆ explain the induction process to include; people, stages and documentation
- ◆ carry out an induction of a new member of staff
- ◆ evaluate the success of the induction

Assessment guidelines

Candidates could develop an induction manual for their practice to include an induction checklist and relevant induction documentation, for example, Health and Safety requirements and guidelines which impact on patient/customer care. This could be supplemented by evidence from assessor observation, witness testimony and the candidate's explanation and reflection in the form of a report or answers to structured questions to cover the evidence requirements.

Higher National Unit specification: statement of standards (cont)

Unit Title: Supporting the Dental Team in the Workplace

Outcome 2

Evaluate the role and function of mentoring within the dental environment

Knowledge and/or skills

- ◆ Definitions of mentoring
- ◆ Form and function of mentoring
- ◆ Benefits of mentoring to the individual
- ◆ Benefits to the dental environment
- ◆ Advantages of mentoring
- ◆ Limitation of mentoring

Evidence requirements

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

- ◆ explain the form and function of mentoring
- ◆ describe the benefits of mentoring to the individual
- ◆ describe the benefits of mentoring to the dental team
- ◆ explain two advantages of mentoring
- ◆ explain two limitations of mentoring

Assessment guidelines

This assessment may be based on a case study which allows the candidate to devise a mentoring action plan and should include an analysis of two advantages and two limitations of mentoring.

Higher National Unit specification: statement of standards (cont)

Unit Title: Supporting the Dental Team in the Workplace

Outcome 3

Explain the process of performance management within the dental environment and evaluate its effectiveness.

Knowledge and/or skills

- ◆ Purpose of performance management and evaluating individual performance
- ◆ Organisational policies and procedures for managing performance
- ◆ Types of appraisal and performance review
- ◆ Performance indicators
- ◆ Methods of measuring individual schemes
- ◆ Measures used to monitor and evaluate performance
- ◆ The role of the line manager in the review process
- ◆ Setting and measuring achievable objectives and use of constructive feedback.

Evidence requirements

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

- ◆ define the objectives of performance management
- ◆ describe the component parts of an appraisal system
- ◆ explain the importance of reviewing performance management systems and the role of the line manager
- ◆ explain the measures used to set and monitor performance levels and to evaluate how well they are achieved
- ◆ explain the importance of setting and measuring realistic objectives
- ◆ explain the importance of constructive feedback within the appraisal system

Assessment guidelines

Candidates could research the performance management system and processes used in their own workplace, provide an evaluation of its effectiveness and make recommendations for improvements if necessary. It may be beneficial for the candidate to observe a performance review or take part in a simulated performance review as this will allow them to reflect upon the application of performance measurement and constructive feedback

Higher National Unit specification: statement of standards (cont)

Unit Title: Supporting the Dental Team in the Workplace

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

A sound understanding of the knowledge, skills and behaviours necessary for effective team participation has become an increasingly important requirement within the workplace. This Unit is designed to enable candidates to develop and demonstrate their personal capacities in this respect. The Unit would be suitable for anyone wishing to enhance their ability and develop transferable skills to participate effectively in team and collaborative working. Candidates undertaking this Unit should have significant experience and occupational competence in the area of work where they will be supporting personnel.

Outcome 1

The candidate should use this opportunity to investigate the different approaches which can be used to ensure a new member of staff has the information and support they need. The candidate should utilise effective and appropriate communication skills to identify methods which will enhance the learning of the new member of staff.

Evidence should include how relevant legislation and professional guidelines are covered within an induction.

Health and Safety guidelines to enable safe practice which are in line with current legislation to include:

- ◆ Mercury
- ◆ Radiation
- ◆ Cross Infection
- ◆ Hazardous and non hazardous waste
- ◆ Fire
- ◆ Electricity
- ◆ Aerosols and splatter
- ◆ Protective clothing
- ◆ Pressure vessels
- ◆ Water supplies
- ◆ Sharps injury prevention
- ◆ Lasers
- ◆ Pathological specimens
- ◆ Storage of medicines
- ◆ Control of Substances Hazardous to Health
- ◆ Reporting of Injuries Diseases and Dangerous Occurrence Regulations

Higher National Unit specification: statement of standards (cont)

Unit Title: Supporting the Dental Team in the Workplace

Guidelines which impact on patient care/customer care should also be covered.

- ◆ Patient consent/freedom of information
- ◆ Data protection
- ◆ Lone working- safe practice
- ◆ Child Protection
- ◆ Equality, Diversity and Inclusion
- ◆ GDC Guidelines/student fitness to practice
- ◆ Principles of basic first aid
- ◆ Standards for dental care professionals
- ◆ principles of patient confidentiality
- ◆ Principles of raising concerns
- ◆ Principles of complaints handling
- ◆ Principles of dental team working

The induction programme/manual should be laid out in a manner which is appropriate to the new employee's needs and the information included should be shown to be appropriate to the new employee.

The content should be in line with current guidelines which have been laid down by the General Dental Council.

The content should be linked to the Practice Inspection Portfolio

The candidate' explanation should include reflection on how the induction programme/manual has benefited the new member of staff and should include witness testimony where possible.

Outcome 2

Candidates will need to research phases of the mentoring process (evaluation, stimulation and facilitation) and the sources of information needed to plan for effective mentoring. Candidates will need the practical skills of establishing rapport, listening and giving feedback during a mentoring interview which will increase confidence and motivation thus enhancing productive working relationships.

Outcome 3

The purpose of this outcome is to develop the candidate's understanding of the content and objectives of performance management. Candidates should research the process in use in their own workplace and evaluate its effectiveness. Candidates should be made aware of the purpose of appraising individual performance and also of the importance of constructive feedback and how different ways of giving feedback can be used effectively.

Higher National Unit specification: statement of standards (cont)

Unit Title: Supporting the Dental Team in the Workplace

Guidance on the delivery and assessment of this Unit

Delivery should be candidate-centred and take account of actual workplace practice wherever possible and appropriate. Candidates should be working in a dental environment or have access to a member of staff to allow them sufficient opportunity to meet the requirements of the Unit. Individual research and study should be encouraged. The use of case study materials (simulated or based on actual organisational policies and procedures) and practical exercises may assist in the delivery of the Unit.

Opportunities for developing Core Skills

There are opportunities to develop the Core Skills of *Communication* at SCQF Level 6, *Working with Others* at SCQF Level 6, *Information and Communication Technology* at SCQF level 6 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Transferable skills e.g. interpersonal and evaluation skills will also be developed throughout the assessment of this Unit.

Open learning

Although this Unit could be delivered by distance learning, it would require a considerable degree of planning by the centre to ensure the sufficiency and authenticity of the candidate evidence. The reports, evaluations and case studies would need to be held in a portfolio (or electronic portfolio) and sent to the assessor. Arrangements would have to be made to ensure that the practical activity in Outcome 1 could be observed by the tutor/assessor.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

History of changes to Unit

| Version | Description of change | Date |
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General Information for Candidates

Unit title: Supporting the Dental Team in the Workplace

This Unit is about the knowledge and skills you need to support individuals within your dental environment and contribute to the overall effectiveness of the dental team. It is an optional Unit within the HND in Dental Nursing but could also be of benefit for your CPD purposes.

You will learn about the content and purpose of induction for a new member of staff, develop your understanding of the benefits of mentoring in the workplace and increase your knowledge of the value of an effective performance management process. To undertake this Unit you should be registered with the GDC as a dental care professional, eg dental nurse or be in a role (within the dental environment) where you are required to induct and support new staff.

There are **three** Outcomes which you will need to successfully complete to achieve the Unit. You will be asked to:

- 1 produce an induction programme for a new member of staff and evaluate its effectiveness
- 2 evaluate the role and function of mentoring within the dental environment
- 3 explain the process of performance management within the dental environment and evaluate its effectiveness

Evidence for assessment will come from a mix of performance evidence, assessor/tutor observation, structured questioning and your own evaluation reports.

While undertaking this Unit you will have the opportunity to develop your Core Skills in *Communication, Working with Others, Information and Communication Technology* and *Problem Solving* and your transferable skills, eg interpersonal and evaluation skills.