Higher National Unit Specification: general information

Unit title: Managing Quality in Dental Practice

Unit code: FN3W 35

Superclass: PF

Publication date: June 2011

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This specialist Unit is designed for candidates employed in dental practices who have responsibility for managing the quality of the dental environment and internal quality audit within the practice. It is designed to equip the candidate with the knowledge, skills and understanding of managing quality in a dental environment and internal quality audit processes. It will provide them with underpinning knowledge and a critical understanding of relevant quality frameworks and their application to managing quality and internal quality audit in the dental environment. It will also allow them to develop the skills of internal quality audit and apply those skills in the dental practice.

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

1 Evaluate frameworks relevant to quality audit
2 Explain the key principles and processes of internal quality audit
3 Critically review the techniques for auditing and evaluating different types of evidence
4 Carry out an internal quality or clinical audit

Recommended prior knowledge and skills

Candidates should have good communication skills. This could be evidenced by the achievement of nationally recognised qualifications at a minimum of SCQF Level 6, for example Higher English or other relevant qualification, or by completion of a pre course interview, part of which would take the form of an assignment. The skills and level of autonomy required to take this Unit should be demonstrated through an employer's reference.

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

There are opportunities to develop the Core Skills of Information and Communication Technology, Problem Solving, Working with Others, and Communication in this Unit, although there is no automatic certification of 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 within the framework of the HND in Dental Nursing. It may also be delivered as a stand alone Unit for Continuing Professional Development 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.
The evidence for this Unit should be in the form of a portfolio and cannot be produced by simulation.

Evidence for Outcomes 1, 2 and 3 will be a report which comprises an analysis of the quality frameworks and key processes involved in managing quality in the dental practice and of internal quality audit.

For Outcome 4, candidates will produce an internal quality audit, undertaken in the dental practice in which they work. Normally the format of this audit will be that used for dental CPD activity. The candidate should also produce a reflective account/diary of approximately 500 words (or equivalent) on the process of planning, implementing and completing the audit.

Higher National Unit specification: statement of standards

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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

Evaluate frameworks relevant to quality audit.

Knowledge and/or Skills

♦   The range of quality frameworks applicable to dental practices
♦   The statutory requirements for dental professionals in relation to quality audit

Outcome 2

Explain the key principles and processes of internal quality audit.

Knowledge and/or Skills

♦   The purposes of managing quality and internal quality audit, including clinical audit
♦   The key principles of managing quality and internal quality audit
♦   Methods of quality management and internal quality audits applicable to dental practices

Outcome 3

Critically review the techniques for auditing and evaluating different types of evidence.

Knowledge and/or Skills

♦   Sources and use of evidence
♦   The nature and limitations of evidence
♦   The validity of sample sizes
♦   The application of techniques for auditing and evaluation

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Higher National Unit specification: statement of standards (cont)

Unit title: Managing Quality in Dental Practice

Evidence Requirements for Outcomes 1, 2 and 3

Candidates will need to submit evidence to demonstrate their Knowledge and/or Skills by:

Providing evidence in the form of a report to cover the knowledge and skills requirements of Outcomes 1, 2 and 3 in the context of managing quality and an internal quality audit within their practice. The report will be supported by relevant documentation, frameworks and audit tools.

The candidate must select the quality framework and audit tool(s) to use in their practice and must critically analyse these and make comparisons with other possible options.

The report must also detail the following:

♦ Key principles of internal quality or clinical audit as they relate to their chosen frameworks
♦ Benefits of internal quality or clinical audit to the quality assurance and improvement agenda of the practice
♦ Methodologies when conducting internal quality or clinical audit using their chosen framework
♦ Processes employed to ensure evaluative writing and reporting when using their chosen framework
♦ A minimum of at least **three** sources of evidence used in the audit. For each chosen source of evidence, candidates must critically analyse the source's limitations, the impact the sample size has on validity and the application of limitations of the methodology used to gather the evidence

The report must follow a standard reporting format, including a glossary of terms, a bibliography and references.

Assessment Guidelines

The report will demonstrate the candidates understanding, explanation and critical review of the knowledge and skills in Outcomes 1, 2 and 3 in the context of carrying out internal quality or clinical audit. Appendices may be used to clarify examples given and provide supporting evidence.

Higher National Unit specification: statement of standards (cont)

Unit title: Managing Quality in Dental Practice

Outcome 4

Carry out an internal quality or clinical audit.

Knowledge and/or Skills

♦ Requirements of an internal quality or clinical audit
♦ Implementation of an internal quality or clinical audit
♦ Interpersonal, communication, leadership and negotiation skills required to lead the audit process in the practice
♦ Requirements of a formal report on an internal quality audit
♦ Procedures for following up actions, recommendations and best practice and maintaining good records identified by the audit process
♦ Self reflection on the effectiveness of own role throughout the process

Evidence Requirements

The candidate should submit a portfolio of performance as evidence of their ability to plan, submit for approval and implement an internal quality or clinical audit; to evaluate and to take appropriate action to follow through actions, recommendations and good practice. For evidence purposes, the candidate will cover one significant aspect of dental practice in the internal quality or clinical audit.

Performance evidence from implementing one internal quality or clinical audit should be provided with the candidate demonstrating the required interpersonal, communication, leadership and negotiation skills required to lead practice team meetings, to negotiate changes in behaviours in the practice and to document the outcomes within the practice.

The evidence should include

(i) a statement covering:

♦ The planning of an internal quality or clinical audit, including any approval required
♦ The quality framework used
♦ The sources of evidence / tools used to support the planned audit
♦ The submission of the audit proposal to the relevant body
♦ The process of reaching consensus within the practice
♦ The results of audit
♦ The approach used to analyse the results
♦ How actions, recommendations and good practise will be taken forward

(ii) a reflective statement which should be a minimum of 500 words (or equivalent) and should cover all the stages of the process in knowledge and skills, including a commentary on the effectiveness of the candidates role throughout the process, how the team responded to the approaches and any changes they would make in future

Higher National Unit specification: statement of standards (cont)

Unit title: Managing Quality in Dental Practice

Assessment Guidelines

The report for Outcomes 1, 2 and 3 and the self reflective report required in Outcome 4 may be integrated and produced as one report. Other evidence requirements of the portfolio will be workplace documentation, eg framework documents, guidance, audit data collection tools, workplace protocols, qualitative and quantitative data, internal communications, endorsements of the candidates statements, witness testimonies and observations.

The portfolio of evidence of the candidate's performance during some of the processes of planning, implementing, reporting, action planning and providing feedback may be supplemented by an assessor's observation checklist. This checklist could be used to record how the candidates interpersonal, communication, leadership and negotiation skills meet the knowledge and skills requirements. This checklist could also be provided to the candidate to assist with the completion of the self reflection.

The evidence for the candidate's reflective statement should incorporate all stages of the process listed in knowledge and skills.

Higher National Unit specification: support notes

Unit title: Managing Quality in Dental Practice

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

This is a mandatory Unit within the Dental Nursing HND framework. If it is offered as a stand alone Unit it is designed for experienced dental nurses working in a clinical environment, who have the degree of autonomy required to undertake the processes involved.

Completion of this Unit will contribute to the CPD requirement for **five** hours practice audit.

Guidance on the delivery and assessment of this Unit

Delivery should be student centred and take account of actual workplace experience. Practical exercises such as in Outcome 4, based on procedures from the workplace, may aid the delivery of this Unit.

Outcomes 1, 2 and 3 will require a report, of around 2000 words (or equivalent), which comprises an analysis of the quality frameworks and key processes involved in managing quality in the dental practice and of internal quality audit. This should be written in the standard terminology used within quality frameworks and also make reference to dental quality frameworks.

Examples of relevant quality frameworks could be ISO 9000, SIGN Guidelines, General Dental Council (GDC) Standards and guidances, Faculty of General Dental Practice publications, the Denplan Quality Programme, British Dental Association (BDA) advice sheets, resources and Good Practice Scheme, NHS QIS, QCC and SDCEP guidelines but this list is not intended to be an exhaustive list.

The candidate may use other frameworks or sources of evidence not mentioned above, as long as it is relevant to their field of work. However, the framework chosen and used as the basis of the report must be used for carrying out the internal quality or clinical audit for Outcome 4.

Higher National Unit specification: support notes (cont)

Unit title: Managing Quality in Dental Practice

Opportunities for developing Core Skills

There may be opportunities to develop aspects of the following core skills throughout the assessment of this Unit.

♦ The Core Skill of Working with Others may be developed as the candidate is required to demonstrate interpersonal, leadership and negotiation skills, particularly during the assessment of Outcome 4.
♦ Aspects of the core skill of Communication may be developed during the production of the report or self evaluation
♦ Problems solving skills could be developed during the audit planning and implementation of best practise stages, as well as during self evaluation
♦ Aspects of ICT skills can be developed if the candidate utilises a computer during data collection, to produce spreadsheets, graphs or word processed reports or the self evaluation document.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003), SQA Guidelines on e-assessment for Schools (BD2625, June 2005).

Open learning

Outcomes 1, 2 and 3 may be delivered by an open or blended learning approach. The requirements of Outcome 4 require the candidate to be working in a dental practice.

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

General information for candidates

Unit title: Managing Quality in Dental Practice

This Unit is designed to provide you with underpinning knowledge and critical understanding of relevant quality frameworks and their application to managing quality and internal quality audit in the dental practice environment. It will also allow you to develop valuable transferable skills of internal quality audit and apply those skills in dental practice.

You will be required to achieve the following Outcomes:

♦ Evaluate frameworks relevant to quality audit
♦ Explain the key principles and processes of internal quality audit
♦ Critically review the techniques for auditing and evaluating different types of evidence
♦ Carry out an internal quality or clinical audit

For Outcomes 1, 2 and 3 you will be asked to produce a report supported by relevant documentation.

For Outcome 4 you will provide evidence of how you planned, implemented and evaluated an internal quality or clinical audit.

There may be opportunities during the assessment of this Unit to develop the Core skills of *Communication*, *Working with Others*, *Information and Communication Technology* and *Problem Solving*, although there is no automatic certification of Core skills components.