



Higher National Unit specification

General information

Unit title: Health and Safety in Dental or Medical Reception Area (SCQF level 6)

Unit code: H66M 33

Superclass: PL

Publication date: January 2014

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This Unit is designed to meet the range of knowledge and skills required of those who work in the reception area within a medical or dental environment, in relation to Health and Safety legislative requirements and workplace policies and procedures. Learners will develop knowledge of the main issues relating to Health and Safety in a dental or medical reception area and will be equipped to deal with a range of emergency situations which could occur.

Outcomes

On successful completion of the Unit the learner will be able to:

- 1 Outline the Health and Safety legislation and related issues for workers in the dental or medical reception area.
- 2 Describe Health and Safety procedures in the dental or medical reception area.
- 3 Explain how to respond to incidents and emergencies in the dental or medical reception area.

Credit points and level

1 Higher National Unit credit at SCQF level 6: (8 SCQF credit points at SCQF level 6)

Recommended entry to the Unit

Access is at the discretion of the centre. Learners should have good *Communication* skills. These may be evidenced by the achievement of nationally recognised qualifications for example Standard Grade English or a qualification equivalent to SCQF level 5 or by the completion of a pre-course interview part of which could take the form of an assignment.

Higher National Unit specification: General information (cont)

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Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

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 Unit is specifically designed to develop the knowledge and skills required of those who work in a medical or dental reception area in relation to their responsibilities under Health and Safety legislation. The Unit will also introduce the learner to best practice in terms of responding to incidents and emergencies.

The Unit is contained within the PDA in Dental and Medical Reception Skills at SCQF level 6

It may also be delivered as a stand-alone Unit for continuing professional development (CPD).

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Higher National Unit specification: Statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

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. Learners 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

Outline the Health and Safety legislation and related issues for workers in the dental or medical reception area.

Knowledge and/or Skills

- ◆ Legislation relating to Health and Safety in the workplace
- ◆ Roles and responsibilities of workers in the dental or medical reception area
- ◆ Health and Safety Policy Statement
- ◆ Safe working practices
- ◆ Risk Assessment and identification of hazards
- ◆ Safe Storage of equipment and materials
- ◆ Procedures for dealing with emergencies

Outcome 2

Describe Health and Safety procedures in the dental or medical reception area.

Knowledge and/or Skills

- ◆ Health and Safety policies and procedures
- ◆ Fire safety checks
- ◆ Safe handling of contaminated items
- ◆ Blood spillage/leakage (patient-related)
- ◆ Cleaning (managing and cleaning up leakages)
- ◆ Accident Book and RIDDOR
- ◆ Electricity and pressure vessel safety and testing
- ◆ Clinical Waste disposal
- ◆ PUWER /COSHH
- ◆ Manual Handling
- ◆ Display Screen Equipment

Higher National Unit specification: Statement of standards (cont)

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Outcome 3

Explain how to respond to incidents and emergencies in the dental or medical reception area.

Knowledge and/or Skills

- ◆ Medical emergencies
- ◆ Health and Safety incidents
- ◆ Record keeping and reporting procedures

Higher National Unit specification: Statement of standards (cont)

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Evidence Requirements for this Unit

Learners will need to provide evidence to demonstrate their Knowledge and/or skills across all Outcomes by showing that they can:

Outcome 1

- ◆ Identify Health and Safety legislation relevant to the dental or medical reception area.
- ◆ Describe safe working practices in the dental or medical reception area.
- ◆ Carry out a risk assessment to identify hazards in the dental or medical reception area.

Outcome 2

- ◆ Describe the Health and Safety and fire checks required in the dental or medical reception area.
- ◆ Describe safe handling of contaminated items.
- ◆ Explain how to safely dispose of waste.
- ◆ Outline the process for appropriate testing of equipment in the dental or medical reception area.
- ◆ Describe how to carry out a display screen equipment assessment.
- ◆ Identify the principles of manual handling.
- ◆ List the records that have to be completed in accordance with organisational procedures and relevant legislation.

Outcome 3

- ◆ Outline procedures for dealing with two Health and Safety incidents in the dental or medical reception area.
- ◆ Explain how to respond to a medical emergency in the dental or medical reception area.



Higher National Unit Support Notes

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Unit Support Notes are offered as guidance and are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

Outcome 1

Relevant legislation could include:

Health and Safety at Work Act

Primary care medical and dental practitioners have legal obligations under the Health and Safety at Work Act 1974 (HSWA). They have a duty to protect their employees and others that may be affected by their work activities such as contractors, agency staff, patients and visitors. Under HSWA employers must ensure their employees are appropriately trained and proficient in the procedures necessary for working safely. Employees have duties to comply with systems and procedures put in place by employers to ensure their health, safety and welfare; they also have a duty not to do anything that would put others at risk.

Management of Health and Safety at Work Regulations

Under the Management of Health and Safety at Work Regulations 1999, employers must carry out a risk assessment and must have arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures. They must also provide their employees with adequate Health and Safety training.

Control of Substances Hazardous to Health (COSHH)

The COSHH Regulations 1999 are designed to protect employees against recognised hazards. COSHH requires employers to control hazardous substances to protect employees and others who may be exposed from work activities. Where prevention is not reasonably practicable, employers must take steps to eliminate, reduce or control the risk of exposure by using the measures listed in Schedule 3 to the Regulations. These measures include: the design of work processes and engineering control measures so as to prevent or minimise exposure in the work place; instituting means for safe collection, storage and disposal of waste; and specifying procedures for taking, handling and processing contaminated samples. Employers must carry out a risk assessment considering all the factors pertinent to the work and make an informed and valid judgement about the risks, the steps that need to be taken to achieve and maintain adequate control, and whether health surveillance is necessary.

Higher National Unit specification: Support Notes (cont)

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Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

RIDDOR requires the reporting of work-related accidents, diseases and dangerous occurrences. It applies to all work activities, but not to all incidents. The information collected enables the enforcing authorities to identify where and how risks arise and investigate serious accidents. The enforcing authorities can then help and advise on prevention action to reduce injury, ill health and accidental loss. Accidents (including physical violence) connected with work and which result in an over three day injury to an employee or self-employed person must be reported to the enforcing authority. Reportable work-related diseases must be reported to the enforcing authority under RIDDOR as should incidents or accidents which do not result in a reportable injury, but which clearly could have done.

Working Time Regulations

The Working Time Regulations are an important addition to Health and Safety protection for workers. Government policy favours maximum flexibility in implementation but believes that all workers should be protected from the risks of working long hours, which could affect their Health and Safety. The Regulations protect the most vulnerable workers against working excessive hours and gives a right to rest breaks, rest periods away from work and paid annual leave. While many of their staff will be covered general medical and dental practitioners are classed as self employed and are therefore excluded from the scope of the Working Time Regulations which implement the EC Working Time Directive (93/104/EC).

Equality Act 2010

The Equality Act 2010 simplifies previous laws relating to discrimination, including the Disability Discrimination Acts, and pulls them all together in one piece of legislation. A disable person must not be treated less favourably than someone else for a reason related to their disability.

Risk Assessment

- ◆ Look for hazards.
- ◆ Decide who might be harmed and how.
- ◆ Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or should more be done.
- ◆ Record the findings.
- ◆ Review the assessment at regular intervals and revise it if necessary.

The most effective risk management procedure is the **elimination of the hazard** by using an alternative method, followed in turn by **isolation of the hazard** using design and engineering controls. When engineering controls are unavailable or inappropriate then **work practice controls** and **work behaviour controls** that result in safer practice can be introduced. **Administrative controls** such as policies and quality assurance standards can be used to protect individuals, communities and the environment from infectious hazards. This hierarchy of control and prevention strategies forms the foundation for safety management in primary dental/medical care.

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Outcome 2

Common Procedures could include:

- ◆ Reporting an accident
- ◆ Portable appliance testing (PAT) and pressure vessel requirements
- ◆ Manual handling
- ◆ Personal Protective Equipment (PPE)
- ◆ display screen equipment
- ◆ disposal of waste

Exemplification of Procedures:

- ◆ Completion of an Accident Report, how the resulting information should be filed and the circumstances in which it is necessary to report an injury or dangerous occurrence (form F2508).
- ◆ Electricity — Portable Appliance Testing (PAT) and the five yearly inspection of the practice's electrical installation.
- ◆ Pressure Vessels — the need for autoclaves and compressors to have a Written Scheme of Examination, Pressure Vessels Insurance, servicing as dictated by the manufacturer, etc.
- ◆ Personal Protective Equipment such as protective clothing and eyewear and disposable gloves are worn as a barrier to prevent the transmission of microorganisms between patients and the dental/medical team. The type of protective clothing required will depend upon the potential risks associated with the planned task. The employer must provide suitable PPE that must be freely and readily available for use.
- ◆ Fridge monitoring (temperature) for immunisation storage.
- ◆ Calibration of medical dental/equipment.
- ◆ Disposal of waste; good clinical waste management is essential in every practice to reduce the risk to staff, patients and visitors and to protect the environment. It is the responsibility of the person generating waste to ensure that it is segregated according to the national guidelines. Appropriate records of disposal must be kept.
- ◆ Manual handling techniques — awareness of the correct actions to take when moving a heavy load eg ask for help, use a trolley, open the box and unpack the contents, etc.
- ◆ Display Screen Equipment — essential that an employee's computer station is set up correctly, eg chair adjusted to the employee's requirements, VDU at the correct height, space under the desk, foot rest if required, etc.

Accurate record keeping is essential. Some incidents require to be reported to statutory authorities (HSE) and learners must be aware of their potential responsibilities. Records could include:

- ◆ Records of accidents
- ◆ Records of waste disposal
- ◆ Records of risk assessments and other procedural issues
- ◆ Clinical governance framework

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Outcome 3

This Outcome should cover common emergencies likely to occur in a dental or medical reception area and organisational procedures in place to deal with them. Whilst learners are not expected to be qualified First Aiders, they should be familiar with the organisational procedures in place to deal with emergencies and incidents and understand their role and boundaries of responsibilities. When medical emergencies occur in the dental or medical setting they require a sound understanding of what action to take to ensure that the emergency is dealt with quickly. Medical problems/incidents which may present in the dental or medical reception area:

- ◆ Asthma
- ◆ Anaphylaxis
- ◆ Hypoglycaemia
- ◆ Epilepsy
- ◆ Bleeding
- ◆ Faints
- ◆ Angina/heart attack
- ◆ Choking and aspiration
- ◆ Panic attack/hyperventilation

Common Health and Safety incidents which may occur could include:

- ◆ Exposure to potentially harmful fluids, eg blood
- ◆ Spillages/leakages eg, chemicals, cleaning materials
- ◆ Cross infection
- ◆ Latex allergy
- ◆ Exposure to and disposal of clinical waste

Guidance on approaches to delivery of this Unit

All Outcomes should preferably be delivered in the context of the dental or medical reception which could be either the learner's own workplace or an appropriate placement, or, in exceptional circumstances, simulated exercises in a setting which replicates the dental or medical environment.

Delivery of the Unit could include practical exercises in dealing with an emergency. In addition to involvement in the care of the patient, the worker should be aware of his/her role and responsibilities in, eg calling an ambulance, awaiting the arrival of paramedics, etc.

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Guidance on approaches to assessment of this Unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to learners.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where learners experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Outcome 1

This Outcome could be assessed by an assignment in the form of a completed Health and Safety risk assessment and report on Health and Safety based on a dental or medical workplace. The risk assessment could be carried out in the learner's own workplace or could be based on a case study or RWE simulation

Outcome 2

Appropriate assessment for this Outcome could be a series of short answer and restricted response questions to cover all Evidence Requirements.

Outcome 3

The Outcome could be assessed by a series of questions in any appropriate format.

Opportunities for 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 social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all learner evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Higher National Unit specification: Support Notes (cont)

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Opportunities for developing Core and other essential skills

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

- ◆ *Communication*: could be evidenced via the learner's assignment and answers to questions.
- ◆ *Problem Solving*: critical thinking, planning and organising, reviewing and evaluating could be developed through the learner's assignment on Health and Safety.
- ◆ *Information and Communication Technology*: could be evidenced through input, storage and processing of information and data, essential in a Health and Safety management system.

There will be opportunities for learners to develop aspects of the Core Skills in *Communication* at SCQF level 6, *Problem Solving* at SCQF level 6 and *Information and Communication Technology* at SCQF level 5 as well as their transferable skills in risk assessment and report writing.

History of changes to Unit

| Version | Description of change | Date |
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General information for learners

Unit title: Health and Safety in the Dental or Medical Reception Area (SCQF level 6)

This section will help you decide whether this is the Unit for you by explaining what the Unit is about, what you should know or be able to do before you start, what you will need to do during the Unit and opportunities for further learning and employment.

This Unit has been designed to develop your understanding of the Health and Safety requirements in a medical or dental reception area. Access is at the discretion of the delivering centre but you will be expected to have good *Communication* skills. It would also be beneficial if you have experience of working in a medical or dental environment.

The Unit will develop your understanding of medical or dental practices' responsibilities for Health and Safety as well as the policies and legislation that must be adhered to.

To achieve the Unit you will complete three Outcomes:

- ◆ Outline the Health and Safety legislation and related issues for workers in the dental or medical reception area.
- ◆ Describe Health and Safety procedures in the dental or medical reception area.
- ◆ Explain how to respond to incidents and emergencies in the dental or medical reception area.

Assessment methods may include your being asked to carry out a risk assessment, produce a Health and Safety report and answer questions.

You will develop aspects of your Core Skills in *Communication, Information and Communication Technology (ICT)* and *Problem Solving* and your transferable skills in risk assessment and report writing.