



Higher National Unit specification

General information

Unit title: Dental Reception Skills (SCQF level 7)

Unit code: H66J 34

Superclass: PF

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Unit purpose

The purpose of this Unit is to enable learners who work in a dental reception area to develop their understanding of the impact current National Standards for Dental Service has on their role and level of responsibility. It will allow learners to develop efficient appointment scheduling skills to enhance patient care and increase their understanding of different payment systems.

Outcomes

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

- 1 Explain the role and responsibilities of the dental receptionist in relation to the current National Standards for Dental Services.
- 2 Schedule efficient dental appointments.
- 3 Process payments using different systems.

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7)

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)

Unit title: Dental Reception Skills (SCQF level 7)

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 forms part of the PDA in *Dental and Medical Reception Skills*.

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

Unit title: Dental Reception Skills (SCQF level 7)

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

Explain the role and responsibilities of the dental receptionist in relation to the current National Standards for Dental Services.

Knowledge and/or Skills

- ◆ National Standards for Dental Services and their impact on the role and responsibilities of the dental receptionist
- ◆ Key information which must be included in a practice information leaflet
- ◆ The need for a patient to be fully informed of the risks, benefits and cost of treatment
- ◆ The importance of patient confidentiality
- ◆ Consent requirements with regard to children and young people

Outcome 2

Schedule efficient dental appointments.

Knowledge and/or Skills

- ◆ Range of dental care appointments
- ◆ Legal obligations for emergency dental care
- ◆ Key factors in scheduling dental appointments
- ◆ Methods of ensuring patients understand dental terminology relevant to their treatment

Outcome 3

Process payments using different systems.

Knowledge and/or Skills

- ◆ Types of NHS payments and associated administration
- ◆ Private fee per item payments
- ◆ Private capitation plans

Higher National Unit specification: Statement of standards (cont)

Unit title Dental Reception Skills (SCQF level 7)

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

- ◆ Outline the current National Standards for Dental Services.
- ◆ Explain the current national standards relevant to the content of the practice information leaflet, patient choices, patient confidentiality and patient consent.
- ◆ Describe the impact of the national standards requirements on the role and responsibilities of the dental receptionist.

Outcome 2

- ◆ Explain the difference between emergency, urgent and routine dental care.
- ◆ Schedule a range of appointments to support a treatment plan/estimate that makes the best use of the dentist and the patient's time.
- ◆ Explain dental terminology to a range of patients, using language that is appropriate to them.

Outcome 3

- ◆ Process NHS paperwork for patients with an exemption/remission.
- ◆ Process payments from NHS and private patients.
- ◆ Describe practice procedures relating to payments by private capitation patients.



Higher National Unit Support Notes

Unit title: Dental Reception Skills (SCQF level 7)

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

The Unit is intended for learners who wish to develop knowledge and understanding of the National Standards for Dental Services and how they impact on patient care. Attention is also given to triaging appointments, explaining dental treatment to patients and processing payments.

Outcome 1

This relates the national standards to the learners' workplace and his/her role. The national standards are written from the patients perspective and detail what should be expected by a patient attending a dental practice whether NHS or private. Having outlined the standards in detail particular emphasis will be placed on the need for a practice information leaflet, patient choices; treatment plans/estimates, confidentiality and obtaining consent.

The information given below is correct at the time of writing; however centres should ensure that learners are referred to the most current and up to date publications.

The learner should be aware of:

- ◆ The National Standards for Dental Services (2006)
- ◆ The General Dental Council Standards (2013)
- ◆ The Combined Practice Inspection Document
- ◆ The Data Protection Act (1998)
- ◆ Local Child Protection Guidance
- ◆ Protection of Vulnerable Groups (Scotland) 2007 Act

Outcome 2

This Outcome enables learners to differentiate between emergency, urgent and routine dental care, to allocate appointments of appropriate length and to explain treatment to patients without the use of complicated dental terminology.

The learner should be aware of:

- ◆ The SDCEP emergency dental care guidance
- ◆ A glossary of dental terminology

Higher National Unit Support Notes (cont)

Unit title: Dental Reception Skills (SCQF level 7)

Outcome 3

This Outcome allows the learner to process NHS paperwork and deal with patient payments. The learner should be aware of:

- ◆ Dental Information Guide 2013
- ◆ PSD List of Allowances, Payments and Grants
- ◆ Information on various private capitation plans

Guidance on approaches to delivery of this Unit

A wide range of techniques can be employed for the delivery of this Unit and where appropriate this could include power point slides, activities and discussion.

Learners should be encouraged to source findings relating to current standards and organisational policies from their dental practices.

Examples provided for learners could be in the form of either fictional or where appropriate real scenarios/case studies.

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.

For assessment a portfolio of evidence could be produced containing the following:

Outcome 1 could include designing a practice information leaflet, short questions, case studies on consent, a table matching a receptionist's role to the national standards.

Outcome 2 could include exercises on triaging conditions that require emergency, urgent or routine treatment. Scenarios for scheduling appointments and explaining treatments to patients in plain language based on a dentist's prescription.

Outcome 3 could include completion of a GP17 with anonymous information, outlining procedures for taking payment and short questions.

Higher National Unit Support Notes (cont)

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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.

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 design of the Practice Leaflet and their communication using plain language with patients.
- ◆ *Problem Solving*: critical thinking, planning and organising, reviewing and evaluating could be developed through the learner's assignment on scheduling appointments.
- ◆ *Information and Communication Technology* could be evidenced through input, storage and processing of information and data.
- ◆ *Numeracy* could be evidenced via processing accurate payments.

History of changes to Unit

Version	Description of change	Date

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General information for learners

Unit title: Dental Reception Skills (SCQF level 7)

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 impact that current National Standards for Dental Service has on your role and level of responsibility as a dental receptionist. It will allow you to develop efficient appointment scheduling skills to enhance patient care and increase your understanding of payment systems.

Access to this Unit 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 dental environment. The Unit is contained within the PDA in Dental and Medical Reception Skills but can also be taken as a stand-alone Unit, perhaps for the purposes of continued professional development.

You will be asked to provide evidence for three learning Outcomes:

- 1 Explain the role and responsibilities of the dental receptionist in relation to the current National Standards for Dental Services.
- 2 Schedule efficient dental appointments.
- 3 Process payments using different systems.

Assessment methods are varied and may include your designing a practice information leaflet, answering short questions and completing case studies and scenarios.

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