



Australian Government

Assessment Requirements for HLTDEN003

Assist with administration in dental practice

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Removal of pre-requisites Supersedes HLTDA306D

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- assisted with management of an appointment and recall system on 3 occasions including:
 - recording, labelling and filing forms
 - recording patient details and records
 - recording appointments
 - assessing the urgency of calls and prioritising appointments
 - responding to a range of requests for information
- recorded financial transactions in accordance with dental practice or organisation requirements including:
 - calculating fees
 - recording payments
- interacted effectively with at least 3 different patients from a range of different social and cultural backgrounds including:
 - showing empathy
 - dealing with conflict situations
 - asking for clarification from patient
 - using negotiation skills.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete the tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- national and State/Territory legal and ethical requirements and considerations, for dental assisting work including:
 - codes of practice
 - discrimination
 - duty of care
- informed consent and statutory requirements of consent
- practice standards – Dental Board of Australia guidelines on infection control
- privacy, confidentiality and disclosure for the recording and storage of patient records
- records management and health privacy principles and their application to the collection of information by the dental practice or organisation
- work role boundaries – responsibilities and limitations
- work health and safety
- Dental Board of Australia guidelines on dental records
- procedures for taking and recording appointments, including:
 - confirming appointments
 - action that must be taken for broken or cancelled appointments
 - dentist's preferred work routine
 - particular needs that patients may have for the timing of appointments
 - relevant details that must be entered into the appointment system, and the written confirmation that must be provided to the patient
 - time constraints imposed by the dental laboratory
 - time requirements of different treatment procedures, and the effect this has on appointment scheduling
 - ways in which scheduling of appointments may cause problems for the practice, and possible methods for remedying this
- methods used by the dental practice or organisation to identify those patients who require either recall examination or follow-up treatment
- methods used for follow-up of patients who do not respond to recall
- fundamental dental terminology including:
 - abbreviations and symbols used when recording dental treatment
 - community periodontal index
 - notation systems in accordance with codes and guidelines such as the Federation Dentaire Internationale (FDI) and charting symbols for tooth surfaces, cavities and other dental problems
- processes for handling and recording financial transactions, including:
 - Health Industry Claims and Payments Service (HICAPS) electronic claims
 - issuing invoices

- itemising patient accounts, using the coding system described in the Australian Schedule of Dental Services and Glossary wherever possible
- operating a petty cash system
- organisation policy on banking and secure handling of cash
- recording payments and issuing of receipts
- Department of Veteran's Affairs (DVA) health care program
- the different methods of payment, and the details that need to be recorded and checked for credit card, debit card and cheque payments.

Assessment Conditions

Skills must have been demonstrated in the dental clinic or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

In addition, assessors must hold a minimum of 5 years clinical experience in dental assisting work.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>