



Australian Government

HLTOHC002 Inform and support patients and groups about oral health

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCOHC402A/CHCOHC401A. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.

Application

This unit describes the skills and knowledge required to provide practical information and instruction to patients and groups to promote and support good oral health care practices. The skills and knowledge will enable the candidate to provide health promotion and practical demonstration and instruction of oral hygiene practices and techniques.

This unit applies to workers in a range of health and community services environments whose work roles provide them with an opportunity to promote and support good oral health care.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards for maintaining infection control, and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element

1. Develop and maintain understanding of oral health information and issues

1.1 Build on understanding of what constitutes good oral health

1.2 Maintain current knowledge on the risk factors and outcomes associated with poor oral health and hygiene practices

1.3 Identify oral health hygiene techniques used to

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address specific patient needs and preferences

1.4 Demonstrate own commitment to oral health through awareness and application of effective self-care oral health practices

1.5 Recognise social and cultural determinants of health as well as varying individual motivations and capacity to carry out good oral health care practices

2. Provide information related to oral health using a person-centred approach

2.1 Address agreed outcomes in planning for oral health care needs by explaining the link between oral health and general health

2.2 Prepare information so that it is relevant to the target audience and use a person-centred approach to identify and respond effectively to individual needs

2.3 Engage and respond to concerns of patient by providing oral health care information, including issues associated with poor oral health and hygiene

2.4 Negotiate with patient a flexible approach to delivery of oral health information

2.5 Explain relevant information on the importance of regular oral checks with an oral health practitioner

3. Provide specific information and instruction on oral hygiene self-care techniques and appropriate aids

3.1 Collect data specific to patient by questioning, observing and accessing available information from patient and/or carer

3.2 Instruct and explain tooth brushing and soft tissue techniques and use of appropriate aids, explain their advantages in terms of achieving and maintaining effective oral health

3.3 Demonstrate and provide instruction on the care of partial and full dentures

3.4 Identify opportunities for participants to demonstrate learned skills

3.5 Encourage and support patients, including people with special needs to follow effective self-care techniques for oral hygiene practices to make knowledge,

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element attitude and behavioural changes where possible

4. Evaluate effectiveness of oral health information session

4.1 Obtain feedback from the patient and/or group to determine whether the information is correctly received and understood

4.2 Implement changes to information or delivery processes based on feedback

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTOHC002 Inform and support patients and groups about oral health

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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 demonstrated evidence that the candidate has:

- communicated effectively to 5 patients to provide information that addresses their oral health care needs, including:
 - impact of oral health on general health and wellbeing
 - causes and prevention of dental plaque, dental caries, dental erosion and periodontal disease, dental trauma
 - diet and nutrition
 - denture care on patients with dentures
 - evaluating how well target audience has understood the oral health and self-care practice information provided
 - reflecting on and improving own level and application of skills and knowledge to motivate target audience and achieve key oral health outcomes

Knowledge Evidence

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

- basic anatomy and physiology underpinning oral health, including what is considered healthy and unhealthy
- patient behaviour and habits which contribute to oral health issues

- causes and prevention of tooth decay, gum disease and tooth wear including erosion, abrasion and attrition
- good oral health refers to a person's mouth that has:
 - breath without offensive odour
 - inflammation and lesion-free soft tissue
 - intact and stable teeth without cavities
 - moist lips without chapping
 - no build-up of food, calculus or plaque
 - no oral pain
 - pink, moist, uncoated tongue
 - watery plentiful saliva
 - well-fitting dentures
- accessibility to services, including availability of private and public oral health services and eligibility for services
- effective self-care practices for oral health including cause, control and prevention of dental plaque
- factors that impact on oral health, including:
 - abuse (neglect of oral health needs)
 - access to dental and health services
 - alcohol, licit and illicit drugs and substances, over the counter and herbal treatments
 - bacteria in dental plaque
 - correct infant feeding practices
 - damage from habitual grinding of teeth
 - diet and nutrition, including fluids and excessive intake of sugar
 - fluoride
 - general health and wellbeing
 - immunosuppressant conditions, HIV, chemotherapy and radiation
 - injury to mouth, such as from a seizure
 - medical history
 - oral piercings
 - patient oral health information
 - presence of plaque and calculus
 - psychological issues, such as fear of being seen without dentures or persisting with ill-fitting dentures for satisfaction of others
 - salivary function
 - smoking
 - social and cultural determinants of health
 - susceptible tooth surfaces
 - • transmission of bacteria particularly from family/carer to child
 - teeth misalignment causing trauma to teeth
 - trauma to the mouth as a result of an accident

- healthy eating and drinking recommendations as identified in *National health and medical research council's (NHMRC) Australian dietary guidelines*

Assessment Conditions

Skills must have been demonstrated in the workplace 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.

Links

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