



# **ADG Dental Nurse Skills Development Programme**

**Competency Framework  
&  
Performance Indicators**

**CCF1 General Administration and  
House Keeping**

**Self-Assessment Tool**



## Competency Framework

The ADG Dental Nurse Competency Framework is a formative assessment tool, which is part of the ADG Skills Development Programme. It has been developed to help dental nurses (DNs) work in a manner that brings service excellence within Antwerp Dental Group (ADG) to improve ADG customer satisfaction and retention. Each competency is made up of various performance indicators (PI).

This programme specifically supports the development of:

- knowledge
- skills and
- behaviours

that are important to ADG to become a recognised and invaluable asset to ADG, and ultimately create greater satisfied patients, maintain and promote an outstanding reputation and ultimately generate profits for the whole practice community. The programme also supports the personal development of dental nurse registrants which is a requirement.

### Competencies

Some competencies relate to General Dental Council (GDC)/National Health Service (NHS) standards. Other competencies are related to nursing duties/standards that are specific to Antwerp Dental Group (ADG).

Some competencies relate to skills included in the primary dental nursing qualification. Registered dental nurses who have held their qualification for over 5 years MUST demonstrate current knowledge. Evidence can be met by using CPD certificates and appropriate reflective practice to demonstrate knowledge and competence against each performance indicator. The evidence you reference may meet a number of PI.

By working through the competency framework with the support of a mentor. Dental nurses (DNs) new to the group will be better placed to quickly assimilate ADG protocols and expectations while using the competency framework to identify knowledge or skills that are specific to the ADG/not covered by the primary dental nursing qualification.



## **Skill Stages**

There are **4 stages** within the ADG dental Nurse Competency Framework. Each stage must be completed prior to moving on to the next.

**Induction Competencies (ILC): What an ADG DN must know to complete their induction period.**

**Skill Stage 1: Core Competency Framework (CCF): What an ADG DN must meet in order to demonstrate they can work in a manner that brings service excellence to clients of ADG.**

**Skill Stage 2: Intermediate Competency (ICF): What an ADG DN must meet to achieve intermediate level within ADG.**

**Skill Stage 3: Complex Competency Framework (XCF): What an ADG DN must meet to achieve Senior/Specialist Dental Nurse level within ADG.**

The skill stage level and specific competency/skills attainment will determine the seniority level and pay grade level which is published on our Academy Site ([www.antwerpdentalacademy.co.uk](http://www.antwerpdentalacademy.co.uk)).

Dental nurses who have completed levels of the ADG Competency Framework, can support their DN colleagues who are working through any ADG Framework at the same skill stage, or lower to what they have achieved.

Performance indicators (PI) can be signed off by work-based mentors and various members of the ADG clinical team who work closely with the dental nurse. They must first be identified by an Antwerp Dental Academy (ADA) mentor as competent to do so.

All competencies **MUST** be finally signed off by an ADA Mentor.



**Guidance**

As part of your work towards the ADG competency frameworks, you **MUST** use the self-assessment tool prior to meeting with the ADA mentor. This ensures your Personal Development Plan (PDP) is tailored to you and based on the self-assessment that you undertook. This also supports the identification of additional training needs.

Each of the performance indicators is listed with a check list to allow you to rate your own knowledge and skills against the following scale:

- Good:** You have a good standard of skills and knowledge. You use these skills and knowledge on a regular basis and feel confident in your ability. No refresher required
- Adequate:** Your standard of skills and/or knowledge meets the standard required. You may only use the skills and knowledge from time to time or you may not feel confident in your ability. You and your mentor may agree that you need to refresh specific knowledge or skills.
- Needs refreshing:** You previously had this standard of skills and/or knowledge, but it is no longer current, or you have not used it in your work recently/regularly. You therefore no longer have the skills and /or knowledge to meet the standard
- New to me:** Either you have never worked as a dental nurse previously or you haven't covered this topic. Training/development is required.

Once you have rated yourself against each performance indicator/standard you will need to have a professional discussion/review with an ADA mentor. This is to support you in setting an action plan so that you can refresh or develop new knowledge and skills.

The checklist is just a tool, it is not evidence that you are competent against the ADG Dental Nurse Competency Framework. The decision whether you meet the competencies will be made by your mentor using the self-assessment and other appropriate/supporting evidence.

*Checklist taken from the HEE/Skills for Health Care Cert. self-assessment tool*

Version	Date	Author(s)	Replaces	Comment
V1.0	July	R Wadhvani A Heilmann		



**1. CORE COMPETENCIES**

<b>ADG/CCF1: General Administration and Housekeeping</b>		
<b>Performance Indicator (PI)</b>	<b>To meet the ADG standard I can:</b>	<b>Reference evidence and identify action plan to further develop or maintain your skills</b>
1.  Undertake appropriate appointment booking	1.1 Explain why it is important that appointments are booked for the correct length of time and in the correct banding in the diary.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	1.2 State how long is needed for: a) An NHS adult check-up b) An NHS child check-up c) A Private or Denplan Adult check-up d) A Private or Denplan Child check-up  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	1.3 Demonstrate how to book the appointments listed in 1.2. <ul style="list-style-type: none"> <li>• Obtain the required information for the appointments.</li> <li>• Allocate appointments by applying protocol and booking rules</li> </ul> <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



<b>ADG/CCF1: General Administration and Housekeeping cont'd</b>		
<b>Performance Indicator (PI)</b>	<b>To meet the ADG standard I can:</b>	<b>Reference evidence and identify action plan to further develop or maintain your skills</b>
1.  Undertake appropriate appointment booking	1.4 Explain and demonstrate how to book private and NHS appointments in the correct areas of the diary for:  a) Dentures b) Fillings c) Root Canal Therapy d) Crowns/Bridges e) Orthodontic consultations  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
2.  Maintain a clear and uncluttered working space	2.1 Explain why it is important to have an uncluttered clinical working space.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	2.2 Demonstrate maintenance of an uncluttered clinical working space.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
3.  Stock control	3.1 Explain the importance of good stock control both in surgery and in practice stock.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	3.2 Demonstrate that I maintain the stock in my surgery, including the administrative zone.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	3.3 Demonstrate that I help to maintain practice stock  E.g. by recording items on stock ordering list when stock is low/ I have taken the last of a product.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
4. Preparing reports and written correspondence	4.1 Maintain up-to-date paperwork and reports: reconcile information in the appropriate form and present them to management within required timescales.  a) day to day activity b) week end reports  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	4.2 Maintain up-to-date correspondence:  a) Internal referral b) External referral c) Laboratory d) Patient  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	4.3 Demonstrate good letter writing skills, including professional layout, bold, correct legend, margins and justification.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.





Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
5.  Dental Laboratory liaison	5.1 Explain where to find telephone numbers for the Dental Laboratories used within the practice  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	5.2 Explain when laboratories should be called, what needs to be recorded and where this is recorded on exact.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	5.3 Explain why checking lab work is essential for smooth-running of surgery time, identifying the importance of a lab work book or recording of lab details in clinical notes.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
5.  Dental Laboratory liaison	5.4 Check the lab-work needed for treatment is available <i>one day ahead of scheduled appointment</i> and know what to do if the lab work does not arrive.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	5.5 Explain where invoices, lab dockets and any other documentation from the laboratory is filed in line with ADG policy and procedure.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	5.6 Explain  a) when models are filed or disposed of b) where they are filed, c) how the filing is recorded, d) how long models are kept for e) how to locate archived models.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
6.  EXACT Database	6.1 Demonstrate efficient use of EXACT:  (i) patient notes module (ii) patient education module (iii) patient e mail and experience review system (iv) appointment book module (v) waiting list module (vi) patient letter module (vii) marketing suite (viii) reports module  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	6.2 Explain and use the short hand that clinicians use on the exact database such as: 6/52, 3/12, ortho etc.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



Performance Indicator (PI)	To meet the ADG standard I can:	Reference evidence and identify action plan to further develop or maintain your skills
7.  Consent, pre and post-operative advice	7.1 Explain where to locate consent, pre-operative and post-operative advice documents.  Demonstrate knowledge of when to initiate ADG patient communications system to provide patient with pre. & post-operative advice.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	7.2 Explain what instances we need these consent, pre-operative and post-operative advice documents/ email patient communications sequences for e.g. which treatments, which situations.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	7.3 Explain the importance of providing the patient with documents/ email communications for:  a) Consent b) Post-operative care  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



<b>ADG/CCF1: General Administration and Housekeeping cont'd</b>		
<b>Competency</b>	<b>Performance Indicator (PI) To meet the ADG standard I can:</b>	<b>How would you rate your current ability?</b>
7.  Demonstrate knowledge of consent, pre and post-operative advice	7.3 Explain the importance of providing the patient with documents/ email communications for: a) Consent b) Post-operative care  <b>a) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate  <b>b) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	a) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.  b) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	7.4 Describe the consent forms and information leaflets used in ADG.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
8.  Referrals procedures	8.1 Describe the referral procedures/protocols for internal referrals (within ADG)  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



<b>ADG/CCF1: General Administration and Housekeeping cont'd</b>		
<b>Competency</b>	<b>Performance Indicator (PI) To meet the ADG standard I can:</b>	<b>How would you rate your current ability?</b>
8. Referrals procedures	8.2 Describe the referral procedures/protocols for external referrals.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
9. NHS	9.1 Explain the structure and function of NHS dental treatment a) Banding and charges b) Exemptions and rules c) Services  <b>a) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate  <b>b) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate  <b>c) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	a) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.  b) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.  c) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



<b>ADG/CCF1: General Administration and Housekeeping cont'd</b>		
<b>Competency</b>	<b>Performance Indicator (PI) To meet the ADG standard I can:</b>	<b>How would you rate your current ability?</b>
9. NHS	9.1 (Cont'd) Explain the structure and function of NHS dental treatment d) Claiming e) Reconciling statements  <b>a) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate  <b>b) How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	a) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.  b) Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.
	9.2 Describe NHS availability in my practice and across ADG as a whole.  <b>How would you rate your current ability?</b> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	Reference evidence of knowledge and skills:  Action Plan: 1. 2. 3.



**Use this section to record any further referencing or information to support you in meeting CCF1 (remember to list the PI it relates to)**