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**AntwerpDental**
**ACADEMY**

# ADG
# Dental Nurse
# Skills Development Programme

## Competency Framework
## &
## Performance Indicators

# CCF20
# Contribute to the
# Effectiveness of the ADG Team

# 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.

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## 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).

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.

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## 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 2018 | R Wadhwani A Heilmann | | |
| | | | | |

## ADG/CCF20 Contribute to the effectiveness of the ADG team (NOS SCDHSC0241)

| Competency | Performance Indicator (PI) To meet the ADG standard I can: | How would you rate your current ability? |
|---|---|---|
| 1. Roles and responsibilit-ies within the ADG team | 1.1 Explain the objectives and the purpose of the ADG team.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 1.2 Explain my role and responsibilities and how to contribute to the overall objectives and purpose of the ADG team.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 1.3 Work with my manager and team colleagues to clarify how I can and should contribute to ADG team.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| 2. Participate effectively as an ADG team member | 2.1 Demonstrate behaviour towards other team members that helps the team to function effectively.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |

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## ADG/CCF20 Contribute to the effectiveness of the ADG team (NOS SCDHSC0241)

| Competency | Performance Indicator (PI) To meet the ADG standard I can: | How would you rate your current ability? |
|---|---|---|
| 2. Participate effectively as an ADG team member | 2.2 Complete my work commitments to other team members effectively and according to overall work priorities. <br><br> **How would you rate your current ability?** <br> ☐ New to me <br> ☐ Needs refresh <br> ☐ Adequate <br> ☐ Good <br> ☐ Can demonstrate | Reference evidence of knowledge and skills: <br><br> Action Plan: <br> 1. <br> 2. <br> 3. |
| | 2.3 explain the importance of immediately informing an appropriate team member when I cannot complete commitments within the timescale specified. <br><br> **How would you rate your current ability?** <br> ☐ New to me <br> ☐ Needs refresh <br> ☐ Adequate <br> ☐ Good <br> ☐ Can demonstrate | Reference evidence of knowledge and skills: <br><br> Action Plan: <br> 1. <br> 2. <br> 3. |
| | 2.4 Respond to differences of opinion constructively and in ways which respect other team members point of view. <br><br> **How would you rate your current ability?** <br> ☐ New to me <br> ☐ Needs refresh <br> ☐ Adequate <br> ☐ Good <br> ☐ Can demonstrate | Reference evidence of knowledge and skills: <br><br> Action Plan: <br> 1. <br> 2. <br> 3. |
| | 2.5 Seek appropriate advice and guidance when I experience problems in working effectively with other team members. <br><br> **How would you rate your current ability?** <br> ☐ New to me <br> ☐ Needs refresh <br> ☐ Adequate <br> ☐ Good <br> ☐ Can demonstrate | Reference evidence of knowledge and skills: <br><br> Action Plan: <br> 1. <br> 2. <br> 3. |

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## ADG/CCF20 Contribute to the effectiveness of the ADG team (NOS SCDHSC0241)

| Competency | Performance Indicator (PI) To meet the ADG standard I can: | How would you rate your current ability? |
|---|---|---|
| 3.<br><br>Contribute to improving the team's effectiveness | 3.1 Offer supportive and constructive assistance to ADG team members.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 3.2 Offer suggestions, ideas and information that will benefit team members and improve team working.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 3.3 Invite feedback from others about how you carry out my role in the team and use this to improve my practice.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 3.4 Identify my strengths and development needs as an individual worker and as an ADG team member.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |

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## ADG/CCF20 Contribute to the effectiveness of the ADG team (NOS SCDHSC0241)

| Competency | Performance Indicator (PI) To meet the ADG standard I can: | How would you rate your current ability? |
|---|---|---|
| 3. cont'd<br><br>Contribute to improving the team's effectiveness | 3.5 Take responsibility for agreeing and undertaking any development and learning that will enable me to carry out my role and responsibilities within the team more effectively.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| 4.<br><br>Know and understand your practice | 4.1 Identify my background, experiences and beliefs that may have an impact on my practice.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 4.2 Explain how to manage ethical conflicts and dilemmas in my work.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 4.3 How to access and work to ADG procedures and agreed ways of working.<br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br><br>Action Plan:<br>1.<br>2.<br>3. |

## ADG/CCF20 Contribute to the effectiveness of the ADG team (NOS SCDHSC0241)

| Competency | Performance Indicator (PI)<br>To meet the ADG standard I can: | How would you rate your current ability? |
|---|---|---|
| 4. cont'd<br><br>Know and understand your professional practice | 4.4 How to challenge poor practice according to ADG policy and protocol.<br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 4.5 Explain how and when to seek support in situations beyond my experience and expertise.<br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| 5.<br><br>Handling information | 5.1 Explain the legal requirements, national and ADG policies and procedures for the security and confidentiality of information.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |
| | 5.2 Describe the principles of confidentiality and when to pass on other wise confidential information.<br><br>**How would you rate your current ability?**<br>☐ New to me<br>☐ Needs refresh<br>☐ Adequate<br>☐ Good<br>☐ Can demonstrate | Reference evidence of knowledge and skills:<br><br>Action Plan:<br>1.<br>2.<br>3. |

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**Use this section to record any further referencing or information to support you in meeting CCF20 (remember to list the PI it relates to.)**