



Dental Nurse Skills Development Programme

**Competency Framework
&
Performance Indicators**

**CCF6 Professionalism
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).

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	June 2018	R Wadhvani A Heilmann		



ADG/CCF6 – Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
1. Professional/ personal presentation	1.1 Apply appropriate professional etiquette, presenting myself in a way that demonstrates dignity and respect to service users and work colleagues. a) personal presentation b) uniform c) mannerisms How would you rate your current ability? <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 Explain the importance of showing insight and anticipation, demonstrating evidence of being 'one step ahead'. How would you rate your current ability? <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. Timekeeping	2.1 Keep surgery running to time How would you rate your current ability? <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.



ADG/CCF6 – Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
2. Timekeeping	2.2 Act appropriately under pressure	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	<p>How would you rate your current ability?</p> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	<p>Reference evidence of knowledge and skills:</p> <p>Action Plan: 1. 2. 3.</p>
3. Duty of Care	3.1. Define 'duty of care'	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	<p>How would you rate your current ability?</p> <input type="checkbox"/> New to me <input type="checkbox"/> Needs refresh <input type="checkbox"/> Adequate <input type="checkbox"/> Good <input type="checkbox"/> Can demonstrate	



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
3. Duty of Care	3.2 Describe how the 'duty of care affects your own work role How would you rate your current ability? <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 appropriate and timely patient management after clinical procedures to promote dignity and respect. a) impression taking b) operative dentistry c) oral surgery d) facial aesthetics How would you rate your current ability? <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. Deal with comments and complaints	4.1 Explain what I must and must not do within my role in managing comments and complaints. How would you rate your current ability? <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.



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
4. Deal with comments and complaints	4.2 Explain who to ask for advice and support in handling comments and complaints. How would you rate your current ability? <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. Deal with confrontation and difficult situations	5.1 List the factors and difficult situations that may cause confrontation. How would you rate your current ability? <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 Describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation. How would you rate your current ability? <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. Equality and Diversity	6.1 Demonstrate interaction with individuals that respects their beliefs, culture, values and preferences. How would you rate your current ability? <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.



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
6. Equality and Diversity	6.2 Describe how to challenge discrimination in a way that encourages positive change. How would you rate your current ability? <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.
	6.3 Explain who to ask for advice and support about equality and inclusion. How would you rate your current ability? <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. Reflective practice & PDP	7. 1 Explain reflective practice and provide evidence of a personal reflection regarding my work role. How would you rate your current ability? <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 Evaluate, at appropriate intervals, the current and future requirements of my work. How would you rate your current ability? <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.



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
7. Reflective practice & PDP	7.3 Reflect on and evaluate my own practice - with the support of my mentor, and clinical supervisor – to identify areas where my practice could improve. How would you rate your current ability? <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.
	7.4 Identify gaps between the current and future requirements of my professional role and my current knowledge and skills. How would you rate your current ability? <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.
	7.5 Demonstrate use of ePDP to log training needs, personal development and CPD. How would you rate your current ability? <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.



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
8. GDC Registration	8.1 Explain my responsibilities as a GDC registrant How would you rate your current ability? <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.
	8.2 Formulate a PDP and set an action plan to support my CPD How would you rate your current ability? <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. Targets and opportunities	9.1 Demonstrate responsiveness to directives and targets from my line manager. How would you rate your current ability? <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.
	9.2 Refer to the correct colleague/clinician for further information to promote sales and avoid missed opportunities. How would you rate your current ability? <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.



ADG/CCF6- Professionalism		
Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
9. Targets and opportunities	9.3 Participate in week-end surgery to support service provision. How would you rate your current ability? <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.
	9.4 Use ADG daily flash reports (benchmark) and reflection to promote cost effectivity. How would you rate your current ability? <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.
	9.5 Demonstrate ability to upsell and cross-sell. How would you rate your current ability? <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.
	9.6 Participate daily in CRM programmes. How would you rate your current ability? <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 CCF6 (remember to list the PI it relates to.)