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Dental Nurse
Skills Development Programme

Competency Framework
&
Performance Indicators

CCF7 Deal with customers on the telephone 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 Wadhwani A Heilmann		

"Excellence in Dental Education"

ADG/CCF7 – Deal with customers by telephone (NOS: PPLRPTO16)

Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
1. Use the telephone system effectively	1.1 Operate the telephone equipment efficiently and effectively **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	1.2 Keep my customer/patient regularly informed about my actions when accessing information to provide responses. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	1.3 Speak clearly and slowly to allow for the possibility that reception on the telephone line may not be perfect. Explain the importance of this. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	1.4 Adapt my speech to meet the individual needs of my customer/patient **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.

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Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
1. Use the telephone system effectively	1.5 Demonstrate that promises to call back are kept. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
2. Plan and make focused telephone calls to customers/ patients	2.1 Anticipate my customer'/patient's expectations and assemble all the information. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	2.2 Plan the opening part of my conversation with my customer/patient and anticipate their possible responses. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	2.3 Plan the objective of my call and the way I would like my call to end **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.

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Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
2. Plan and make focused telephone calls to customers/ patients	2.4 Open the conversation positively and establish a rapport with my customer/patient **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	2.5 Ensure that my customer/patient is aware of the purpose of my call as early as possible. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	2.6 Respond positively to queried and objections from my customer/patient **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	2.7 Summarise the outcome of the call an any actions that I or my customer/patient will take as a result. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.

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Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
2. Plan and make focused telephone calls to customers/ patients	2.8 Listen carefully when collecting information from my customer/patient so that I do not make mistakes or have to keep repeating the question. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
3. Handle incoming calls effectively	3.1 Greet my customer following ADG protocols. Explain the effects of smiling and other facial expressions that can be detected by somebody listening on the telephone. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	3.2 Listen closely to my customer/patient to identify their precise reason for calling and what they are seeking as the outcome of the call. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.

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Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
3. Handle incoming calls effectively	3.3a Identify all the options I have for responding to my customer/patient. Weigh up the benefits and drawbacks of each. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	3.3b Choose the option that is most likely to lead to customer satisfaction within the service. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	3.4 Summarise the outcome of the call and any actions that I or my customer/patient will take as a result. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	3.5 Select the appropriate information I need to record and store following ADG protocols **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.

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Competency	Performance Indicator (PI) To meet the ADG standard I can:	How would you rate your current ability?
3. Handle incoming calls effectively	3.6 Take a clear message for a colleague if I am unable to deal with some aspects of my customer's expectations. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ Can demonstrate	Reference evidence of knowledge and skills: Action Plan: 1. 2. 3.
	3.7 Put my customer on hold and ensure I cannot be heard if I am discussing action with others or calling a colleague. **How would you rate your current ability?** ☐ New to me ☐ Needs refresh ☐ Adequate ☐ Good ☐ 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 CCF7 (remember to list the PI it relates to.)