TRAINING REGULATIONS

DENTAL LABORATORY TECHNOLOGY SERVICES NC I

HEALTH, SOCIAL, AND OTHER COMMUNITY DEVELOPMENT SERVICES SECTOR

Technical Education and Skills Development Authority

East Service Road, South Superhighway, Taguig, Metro Manila

Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)

Section 22, "Establishment and Administration of the National Trade Skills Standards" of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each TR has four sections:

Section 1   Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.

Section 2   Competency Standards - gives the specifications of competencies required for effective work performance.

Section 3   Training Standards - contains information and requirements in designing training program for certain Qualification. It includes curriculum design; training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification; and institutional assessment.

Section 4   National Assessment and Certification Arrangement - describes the policies governing assessment and certification procedure.

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SECTION 1 DENTAL LABORATORY TECHNOLOGY SERVICES NC I QUALIFICATION

The **DENTAL LABORATORY TECHNOLOGY SERVICES NC I** Qualification consists of competencies that a person must achieve to fabricate models, custom impression trays, and registration bite rims, articulate models, and transfer records.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
500311101	Receive and respond to workplace communication
500311102	Work with others
500311103	Demonstrate work values
500311104	Practice basic housekeeping procedures

UNIT CODE	COMMON COMPETENCIES
HCS346201	Maintain instruments and equipment in work area
HCS346202	Assist in dental laboratory procedures
HCS346203	Assist with administration in dental laboratory practice
ICT311201	Operate a personal computer

UNIT CODE	CORE COMPETENCIES
HCS322323	Fabricate models
HCS322324	Fabricate custom impression trays
HCS322325	Fabricate registration bite rims
HCS322326	Articulate models and transfer records
HCS322327	Fabricate mouthguard

A person who has achieved this Qualification is competent to be:

❑ **Dental Laboratory Aide/Assistant**

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **DENTAL LABORATORY TECHNOLOGY SERVICES NC I.**

BASIC COMPETENCIES

UNIT OF COMPETENCY	:	RECEIVE AND RESPOND TO WORKPLACE COMMUNICATION
UNIT CODE	:	**500311101**
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to receive, respond and act on verbal and written communication.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Follow routine spoken messages	1.1 Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions. 1.2 Instructions/information are properly recorded. 1.3 Instructions are acted upon immediately in accordance with information received. 1.4 Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear.
2. Perform workplace duties following written notices	2.1 **Written notices and instructions** are read and interpreted correctly in accordance with **organizational guidelines**. 2.2 Routine written instructions are followed in sequence. 2.3 Feedback is given to workplace supervisor based on the instructions/information received.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Written notices and instructions	May refer to: 1.1 Handwritten and printed material 1.2 Internal memos 1.3 External communications 1.4 Electronic mail 1.5 Briefing notes 1.6 General correspondence 1.7 Marketing materials 1.8 Journal articles
2. Organizational Guidelines	May include: 2.1 Information documentation procedures 2.2 Company policies and procedures 2.3 Organizational manuals 2.4 Service manual

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Demonstrated knowledge of organizational procedures for handling verbal and written communications 1.2 Received and acted on verbal messages and instructions 1.3 Demonstrated competency in recording instructions/information
2. Underpinning knowledge	2.1 Knowledge of organizational policies/guidelines in regard to processing internal/external information 2.2 Ethical work practices in handling communications 2.3 Communication process
3. Underpinning skills	3.1 Conciseness in receiving and clarifying messages/information/communication 3.2 Accuracy in recording messages/information
4. Resource implications	The following resources **MUST** be provided: 4.1 Pens 4.2 Note pads
5. Method of assessment	Competency may be assessed through: 5.1 Direct Observation 5.2 Oral interview 5.3 Written Evaluation 5.4 Third Party Report
6. Context of assessment	6.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : WORK WITH OTHERS

UNIT CODE : 500311102

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes required to develop workplace relationship and contribute in workplace activities.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Develop effective workplace relationship	1.1. ***Duties and responsibilities*** are done in a positive manner to promote cooperation and good relationship. 1.2. Assistance is sought from ***workgroup*** when difficulties arise and addressed through discussions. 1.3. ***Feedback*** provided by others in the team is encouraged, acknowledged and acted upon. 1.4. Differences in personal values and beliefs are respected and acknowledged in the development.
2. Contribute to work group activities	2.1. ***Support is provided to team members*** to ensure workgroup goals are met. 2.2. Constructive contributions to workgroup goals and tasks are made according to ***organizational requirements***. 2.3. Information relevant to work is shared with team members to ensure designated goals are met.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Duties and responsibilities	1.1 Job description and employment arrangements 1.2 Organization's policy relevant to work role 1.3 Organizational structures 1.4 Supervision and accountability requirements including OHS 1.5 Code of conduct
2. Work group	2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
3. Feedback on performance	3.1 Formal/Informal performance appraisal 3.2 Obtaining feedback from supervisors and colleagues and clients 3.3 Personal, reflective behavior strategies 3.4 Routine organizational methods for monitoring service delivery
4. Providing support to team members	4.1 Explaining/clarifying 4.2 Helping colleagues 4.3 Providing encouragement 4.4 Providing feedback to another team member 4.5 Undertaking extra tasks if necessary
5. Organizational requirements	5.1 Goals, objectives, plans, systems and process 5.2 Legal and organization policy/guidelines 5.3 OHS policies, procedures and programs 5.4 Ethical standards 5.5 Defined resources parameters 5.6 Quality and continuous improvement processes and standards

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Provided support to team members to ensure goals are met 1.2 Acted on feedback from clients and colleagues 1.3 Accessed learning opportunities to extend own personal work competencies to enhance team goals and outcomes.
2. Underpinning knowledge	2.1 The relevant legislation that affect operations, especially with regards to safety 2.2 Reasons why cooperation and good relationships are important 2.3 Knowledge of the organization's policies, plans and procedures 2.4 Understanding how to elicit and interpret feedback 2.5 Knowledge of workgroup member's responsibilities and duties 2.6 Importance of demonstrating respect and empathy in dealings with colleagues 2.7 Understanding of how to identify and prioritize personal development opportunities and options
3. Underpinning skills	3.1 Ability to read and understand the organization's policies and work procedures 3.2 Write simple instructions for particular routine tasks 3.3 Interpret information gained from correspondence 3.4 Communication skills to request advice, receive feedback and work with a team 3.5 Planning skills to organize work priorities and arrangement 3.6 Technology skills including the ability to select and use technology appropriate to a task 3.7 Ability to relate to people from a range of social, cultural and ethnic backgrounds
4. Resource implications	The following resources **MUST** be provided: 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
5. Method of assessment	Competency may be assessed through: 5.1 Direct observations of work activities of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies
6. Context of assessment	6.1 Competency assessment may occur in workplace or any appropriately simulated environment 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY: DEMONSTRATE WORK VALUES

UNIT CODE   :   500311103

UNIT DESCRIPTOR   :   This unit covers the outcomes required in demonstrating and living by desirable values and ethics in the workplace.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Define the purpose of work	1.1 One's unique sense of purpose for working and the why's of work are identified, reflected on and clearly defined for one's development as a person and as a member of society. 1.2 Personal mission is in harmony with company's values.
2. Apply work values/ethics	2.1 ***Work values/ethics/concepts*** are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines. 2.2 ***Work practices*** are undertaken in compliance with industry work ethical standards, organizational policy and guidelines. 2.3 Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines. 2.4 Company resources are used in accordance with transparent company ethical standards, policy and guidelines.
3. Deal with ethical problems	3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines. 3.2 ***Work incidents/situations*** are reported and/or resolved in accordance with company protocol/guidelines. 3.3 Resolution and/or referral of ethical problems identified are used as learning opportunities.
4. Maintain integrity of conduct in the workplace	4.1 Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values. 4.2 Instructions to co-workers are provided based on ethical, lawful and reasonable directives. 4.3 Company values/practices are shared with co-workers using appropriate behavior and language.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work values/ethics/ concepts	May include but are not limited to: 1.1 Commitment/Dedication 1.2 Sense of urgency 1.3 Sense of purpose 1.4 Love for work 1.5 High motivation 1.6 Orderliness 1.7 Reliability 1.8 Competence 1.9 Dependability 1.10 Goal-oriented 1.11 Sense of responsibility 1.12 Being knowledgeable 1.13 Loyalty to work/company 1.14 Sensitivity to others 1.15 Compassion/Caring attitude 1.16 Balancing between family and work 1.17 Pakikisama 1.18 Bayanihan spirit/teamwork 1.19 Sense of nationalism
2. Work practices	2.1 Quality of work 2.2 Punctuality 2.3 Efficiency 2.4 Effectiveness 2.5 Productivity 2.6 Resourcefulness 2.7 Innovativeness/Creativity 2.8 Cost Consciousness 2.9 5S 2.10 Attention to details
3. Incidents/situations	3.1 Violent/intensed dispute or argument 3.2 Gambling 3.3 Use of prohibited substances 3.4 Pilferages 3.5 Damage to person or property 3.6 Vandalism 3.7 Falsification 3.8 Bribery 3.9 Sexual Harassment 3.10 Blackmail
4. Company resources	4.1 Consumable materials 4.2 Equipment/Machineries 4.3 Human 4.4 Time 4.5 Financial resources
5. Instructions	5.1 5.2 Verbal 5.3 Written

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Defined one's unique sense of purpose for working
	1.2 Clarified and affirmed work values/ethics/concepts consistently in the workplace
	1.3 Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines
	1.4 Demonstrated personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines
	1.5 Used company resources in accordance with company ethical standard, policies and guidelines
	1.6 Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior
2. Underpinning knowledge	2.1 Occupational health and safety
	2.2 Work values and ethics
	2.3 Company performance and ethical standards
	2.4 Company policies and guidelines
	2.5 Fundamental rights at work including gender sensitivity
	2.6 Work responsibilities/job functions
	2.7 Corporate social responsibilities
	2.8 Company code of conduct/values
	2.9 Balancing work and family responsibilities
3. Underpinning skills	3.1 Interpersonal skills
	3.2 Communication skills
	3.3 Self awareness, understanding and acceptance
	3.4 Application of good manners and right conduct
4. Resource implications	The following resources **MUST** be provided:
	4.1 Workplace or assessment location
	4.2 Case studies/scenarios
5. Method of assessment	Competency may be assessed through:
	5.1 Portfolio Assessment
	5.2 Interview
	5.3 Third Party Reports
6. Context of assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting.

UNIT OF COMPETENCY **:** **PRACTICE HOUSEKEEPING PROCEDURES**

UNIT CODE **:** **500311104**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes required to apply the basic housekeeping procedures.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Sort and remove unnecessary items	1.1 Reusable, recyclable materials are sorted in accordance with company/office procedures. 1.2 *Unnecessary items* are removed and disposed of in accordance with company or office procedures.
2. Arrange items	2.1 Items are arranged in accordance with company/office housekeeping procedures. 2.2 Work area is arranged according to job requirements. 2.3 Activities are prioritized based on instructions. 2.4 Items are provided with clear and visible *identification marks* based on procedure. 2.5 Safety equipment and evacuation passages are kept clear and accessible based on instructions.
3. Maintain work area, tools and equipment	3.1 Cleanliness and orderliness of work area is maintained in accordance with company/office procedures. 3.2 Tools and equipment are cleaned in accordance with manufacturer's instructions/manual. 3.3 *Minor repairs* are performed on tools and equipment in accordance with manufacturer's instruction and manual. 3.4 Defective tools and equipment are reported to immediate supervisor.
4. Follow standardized work process and procedures	4.1 Materials for common use are maintained in designated area based on procedures. 4.2 Work is performed according to standard work procedures. 4.3 Abnormal incidents are reported to immediate supervisor.
5. Perform work spontaneously	5.1 Work is performed as per instruction. 5.2 Company and office decorum are followed and complied with. 5.3 Work is performed in accordance with occupational health and safety (OHS) requirements.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Unnecessary items	May include but are not limited to: 1.1 Non-recyclable materials 1.2 Unserviceable tools and equipment 1.3 Pictures, posters and other materials not related to work activity 1.4 Waste materials
2. Identification marks	2.1 Labels 2.2 Tags 2.3 Color coding
3. Decorum	3.1 Company/office rules and regulations 3.2 Company/office uniform 3.3 Behavior
4. Minor repair	Minor repair include but are not limited to: 4.1 Replacement of parts 4.2 Application of lubricants 4.3 Sharpening of tools 4.4 Tightening of nuts, bolts and screws

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Practiced the basic procedures of 5S
2. Underpinning knowledge	2.1 Principles of 5S 2.2 Work process and procedures 2.3 Safety signs and symbols 2.4 General OH & S principles and legislation 2.5 Environmental requirements relative to work safety 2.6 Accident/Hazard reporting procedures
3. Underpinning skills	3.1 Basic communication skills 3.2 Interpersonal skills 3.3 Reading skills required to interpret instructions 3.4 Reporting/recording accidents and potential hazards
4. Resource implications	The following resources **MUST** be provided: 4.1 Facilities, materials, tools and equipment necessary for the activity
5. Method of assessment	Competency may be assessed through: 5.1 Third Party Report 5.2 Interview 5.3 Demonstration with questioning
6. Context of assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting.

COMMON COMPETENCIES

UNIT OF COMPETENCY : MAINTAIN INSTRUMENTS AND EQUIPMENT IN WORK AREA

UNIT CODE   : HCS346201

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes required in maintaining instruments and equipment in the work area.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare to clean used items	1.1 *Safe work practices* and standard precautions are followed at all times in accordance with *legislative and workplace guidelines*. 1.2 Sharps and sharps debris are disposed into a container and in accordance with workplace guidelines. 1.3 *Waste* is segregated and disposed in accordance with organization and legislative guidelines.
2. Clean and dry used items	2.1 *Workflow protocols* are maintained in instrument reprocessing area and in accordance with workplace guidelines. 2.2 Instruments are *prepared for cleaning* and in accordance with workplace guidelines. 2.3 *Appropriate cleaning agents* are selected and used in accordance with workplace guidelines and manufacturer's specification. 2.4 *Cleaning methods* that avoid the generation of aerosols are used in accordance with workplace guidelines. 2.5 Instruments are dried and inspected for damage and remaining debris and in accordance with workplace procedures. 2.6 *Cleaning process* is monitored in accordance with workplace guidelines.
3. Prepare and pack items for storage	3.1 Instruments with hinges or ratchets are opened and unlocked in accordance with standard operating procedures. 3.2 Instrument trays are prepared in accordance with workplace protocols. 3.3 *Critical site instruments* are packaged or wrapped in a manner that prevents damage to delicate items.

RANGE OF VARIABLES

VARIABLE	RANGE

1. Safe work practices	May include but are not limited to:
	1.1 Treatment of all items as a potential source of infection
	1.2 Personal hygiene practices especially washing and drying hands
	1.3 Work practices for the safe handling of sharps
	1.4 Work practices for the safe disposal of sharps and other clinical waste
	1.5 The use of personal protective equipment:
	       1.5.1 heavy duty gloves
	       1.5.2 mask and protective eyewear
	       1.5.3 hair protection or covering
	       1.5.4 protective clothing and safety footwear
	1.6 Safe handling, storage and disposal of chemicals
	1.7 Safe handling techniques especially as they relate to lifting and handling dangerous and contaminated items

2. Legislative and workplace guidelines	May include: 2.1 Infection control guidelines for the transmission of infectious diseases in the health care setting 2.2 State legislative requirements 2.3 Organization infection control policies and procedures 2.4 Occupational Health and Safety policies and procedures 2.5 Material Safety Data Sheets for the chemicals used

3. Waste	May include but is not limited to:
	3.1 Clinical waste:
	       3.1.1 discarded sharps
	       3.1.2 human tissues
	       3.1.3 laboratory waste
	       3.1.4 any other waste as specified by the workplace
	3.2 Related waste:
	       3.2.1 radiographic waste
	       3.2.2 chemical waste
	       3.2.3 metal alloy waste
	3.3 General waste

4. Disposal of waste requirements	May include:
	4.1 Disposal in accordance with:
	       4.1.1 Environment Protection Policy (Waste Management)
	       4.1.2 Environment Protection Regulations (Waste Management)
	4.2 Organization policy

5. Work flow protocols	May include: 5.1 Separate hand washing facilities 5.2 Sink suitable for disposal of liquid waste 5.3 One direction flow of instruments from contaminated to clean to sterile 5.4 Designated work area that is physically separate to prevent possible contamination of processed items 5.5 Identification and reporting of disruptions to work flow protocols in accordance with workplace procedures

VARIABLE	RANGE
6. Preparation of instruments for cleaning	May include: 6.1 Sorting according to type of instrument and corresponding cleaning method 6.2 Written procedures for handling specialized items 6.3 Disassembly of instruments where possible for detergent to reach all surfaces 6.4 Checking for instrument defects, damage and missing parts
7. Selection and use of appropriate cleaning agents	May include: 7.1 Meeting requirements of Product Data Bulletins and Materials Safety Data Sheets for the chemicals used
8. Cleaning methods	May include: 8.1 Initial treatment of used instruments close to their point of use to decrease bio burden 8.2 Thermal washer/disinfector in accordance with current standards 8.3 Ultrasonic cleaner in accordance with current standards 8.4 Manual cleaning
9. Monitoring the cleaning process	May include: 9.1 Visual inspection of all items for cleanliness and absence of detergent or rinse additive residues 9.2 Daily cleaning and maintenance of ultrasonic cleaner and washer/disinfector 9.3 Daily performance testing of ultrasonic cleaner 9.4 Daily checks of washer/disinfector function and detergent dispenser
10. Critical site instruments	May include: 10.1 Instruments which must be cleaned and disinfected as needed

11 Routine cleaning and checking of sterilizers	May include but is not limited to:
	11.1 Daily checks:
	      11.1.1 floor of sterilizer is free of debris
	      11.1.2 chamber drain and filter are clear
	      11.1.3 recording devices, gauges and timers are functioning correctly
	      11.1.4 water reservoir (portable benchtop sterilizers) emptied, cleaned and refilled with distilled water
	      11.1.5 door seals are intact
	11.2 Cleaning:
	      11.2.1 loading tray and external surfaces cleaned daily

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Followed safe handling, drying and cleaning protocols 1.2 Followed correct packing, assembly and wrapping procedures and storage 1.3 Followed appropriate OH&S procedures
2. Underpinning knowledge	2.1 Workflow protocols in the instrument reprocessing area 2.2 Workplace procedures for using an ultrasonic cleaner 2.3 Workplace procedures for manual cleaning 2.4 Instrument maintenance checklists

3. Underpinning skills	3.1 Following safe work practices and applying standard precautions during cleaning and preparation of items:
	    3.1.1 checking items for defects after cleaning
	    3.1.2 selecting and safely using appropriate cleaning agents
	    3.1.3 selecting and wearing appropriate personal protective equipment
	3.2 Maintaining workflow protocols in instrument reprocessing area from contaminated to clean and disinfect
	3.3 Operating mechanical cleaners including ultrasonic cleaner or steamer
	3.4 Drying items before packaging
	3.5 Storing packaged items in a clean place away from sources of moisture and contamination

4. Resource Implications	The following resources **MUST** be provided: 4.1 Workplace: Real or simulated work area 4.2 Appropriate tools and equipment 4.3 Appropriate supplies and materials
5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting or environment.

UNIT OF COMPETENCY **:** **ASSIST IN DENTAL LABORATORY PROCEDURES**

UNIT CODE **:** **HCS346202**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes required in assisting in dental laboratory procedures.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Follow dental laboratory procedures	1.1 Planned procedure is identified correctly. 1.2 ***Equipment, instruments and materials*** is anticipated and selected for the planned procedure and arranged them in their likely order of use.
2. Use dental laboratory terminology in communication	2.1 Dental terminology is used in communicating with the dental team. 2.2 Dental terminology is used in receiving, understanding and documenting written and oral instructions. 2.3 Frequently used ***abbreviations and symbols*** in dental laboratory are understood.

RANGE OF VARIABLES

VARIABLE	RANGE
1 Equipment, instruments, materials	May include but are not limited to: 1.1 Hand Instruments 1.2 Laboratory Equipment 1.3 Laboratory Materials
2 Personal Protective Equipment	May include but are not limited to: 2.1 Gowns and waterproof aprons 2.2 Glasses, goggles or face-shields 2.3 Face masks

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Complied consistently with occupational health and safety policies of OHSS
	1.2 Demonstrated consistent performance in the following workplace situations such as:
	1.2.1 Maintenance and storage of instruments, equipment and materials in accordance with manufacturer specifications and operator's requirements
	1.2.2 Compliance with occupational health and safety procedures
	1.2.3 Storage of materials in accordance with manufacturer specifications and operator's requirements
	1.2.4 Maintenance of records of maintenance procedures and processes
2. Underpinning knowledge	2.1 Fundamental knowledge of oral anatomy including:
	2.1.1 Structure and functions of teeth and the periodontal tissues
	2.1.2 Structures of the oral cavity
	2.1.3 Tooth identification
	2.2 Dental laboratory records and laboratory prescriptions including:
	2.2.1 knowledge of correct dental terminology and how it is used in dental laboratory prescription items that constitute a dental laboratory record
	2.2.2 Dental notation systems and prescription symbols
	2.2.3 Confidentiality of prescriptions
	2.2.4 The purpose of study casts and the materials used in their fabrication
	2.3 Fundamental knowledge of dental laboratory materials
	2.4 Dental laboratory practice/organization policies and procedures

3. Underpinning skills	3.1 Consistently using safe work practices to minimize the risk of transmission of infection including:
	    3.1.1 Following the procedure for washing and drying of hands
	    3.1.2 Putting into practice cleaning techniques
	    3.1.3 Using personal protective equipment
	    3.1.4 Limiting contamination
	    3.1.5 Protecting materials, equipment and instruments from contamination until required for use
	 3.2 Using literacy skills to read and follow directions, policies and procedures including:
	    3.2.1 Occupational health and safety policies and procedures
	    3.2.2 Infection control policies and procedures
	    3.2.3 Practice policies and procedures
	 3.3 Consistently following sequenced written instructions and manufacturer specifications for the preparation of dental laboratory materials
	 3.4 Consistently demonstrating interpersonal skills when relating to people from a range of social, cultural and religious backgrounds and physical and mental abilities.
	 3.5 Consistently demonstrating communication skills as required in fulfilling the job role as specified by the dental laboratory practice /organization including:
	    3.5.1 Negotiation
	    3.5.2 Asking questions
	    3.5.3 Active listening
	    3.5.4 Asking for clarification from client and /or carer
	    3.5.5 Acknowledging and responding to a range of views
	 3.6 Consistently dealing with conflict
	 3.7 Consistently working with others and displaying empathy with client and relatives
	 3.8 Consistently using problem solving skills

4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: Real or simulated work area 4.2 Appropriate tools and equipment 4.3 Appropriate supplies and materials
5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting or environment.

UNIT OF COMPETENCY **:** **ASSIST WITH ADMINISTRATION IN DENTAL LABORATORY PRACTICE**

UNIT CODE **:** **HCS346203**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes required in managing appointments to suit the client and the organization, to record and reconcile payments and to maintain client record.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	
1. Communicate effectively with clients and other persons	1.1	Clients and other visitors are greeted appropriately.
	1.2	An appropriate environment is made available for the client to complete medical, dental and financial details.
	1.3	Client and/or carer point of view is listened carefully.
	1.4	Information provided to client and/or carer appropriately and language used completely so that it can easily be understood.
	1.5	Client and/or carer ensured they understood information provided to them.
	1.6	Being polite and negative comments avoided shows empathy and respect for client and/or carer.
2. Respond appropriately to enquiries from clients and visitors	2.1	Personal dress and presentation is maintained.
	2.2	*Communication equipment* is used effectively.
	2.3	Enquiries are responded promptly, politely and ethically.
	2.4	Purpose of an enquiry, the identity of the person is determined and relevant record/s retrieved if required.
	2.5	Messages prioritized and recorded legibly and accurately.
	2.6	Enquiries outside area of responsibility are referred to appropriate supervisor.
	2.7	Electronic communication with clients and /or carers is complied in accordance with organizational protocols.
	2.8	*Confidentiality* of information relating to clients, staff and the dental practice/organization is maintained.
3. Allocate appointments appropriate to client and organization requirements	3.1	Client's *appointment requirements* are identified.
	3.2	Appointment time is set in accordance with the client's preferences and the organization's requirements.
	3.3	*Appointment details are recorded* accurately and legibly using standard dental notation in the organizations appointment system.
	3.4	Copy of appointment details is provided to the client.
	3.5	Appointment schedules are monitored; clients and the oral health care team are notified of any necessary changes within a suitable timeframe.
4. Calculate and record basic financial transactions	4.1	Petty cash vouchers and all monies are completed accurately and account for.
	4.2	Correct fees are calculated.
	4.3	GST applied in accordance with identified requirements.
	4.4	Payments received are checked and recorded legibly and accurately.
	4.5	Checks and credit card vouchers are validated
	4.6	Client is provided with a receipt.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	
5. Handle cash and record financial transactions	5.1	Balances accurately monies received against records of payment in accordance with organization policies
	5.2	Cash is secured in an approved location.
	5.3	Suspected breaches of security are responded and appropriate action taken within minimum delay in accordance with organization policies.
	5.4	Record of bad debts identified and appropriate action taken in line with office procedures.
	5.5	Banking procedures are followed in accordance with organization policies.
6. Maintain client records	6.1	Correct client files are removed and appropriate fees and diagnostic records attached.
	6.2	Order of payment is placed in files.
	6.3	Information entered legibly, accurately and updated as appropriate
	6.4	Client's dental records are filed correctly after use
	6.5	Records of laboratory work are maintained up-to-date, accurate, legible and complete
7. Assist with client recalls	7.1	Knowledge of client *recall system* is applied
	7.2	Client records is marked with relevant recall date as appropriate and as directed by the operator
	7.3	Clients who are due for recall are identified and notified them that an appointment is due
	7.4	Clients who do not respond to a recall appointment request are followed-up with courtesy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication equipment	May include but are not limited to: 1.1 Telephone/Mobile Phone 1.2 Facsimile 1.3 E-mail/Website
2. Maintaining confidentiality	May include but are not limited to: 2.1 Public environments 2.2 Legal and ethical requirements 2.3 Writing personal details such as medical and dental histories and consent forms 2.4 Conversations on the telephone/mobile phone 2.5 Secure location for written records 2.6 Offering a private location for discussion 2.7 Information disclosed to an appropriate person consistent with the responsibility of a dental assistant

3 Appointment requirements	May include but are not limited to:
	3.1 Appointment requirements of the client:
	    3.1.1 Routine examination
	    3.1.2 Defined procedures
	    3.1.3 Emergencies
	3.2 Special requirements of the dental practice:
	    3.2.1 Timing requirements for different types of procedures
	    3.2.2 Availability of staff
	3.3 Scheduling a series of appointments

4. Recording of appointment details	May include:
	4.1 Manual – appointment book
	4.2 Electronic – computer based program
	4.3 Appointment details include the following:
	    4.3.1 Client's name
	    4.3.2 Client's contact details
	    4.3.3 Procedure to be performed for that appointment

5. Dental records	May include but are not limited to: 5.1 Dental charts and dental treatment records 5.2 Completed medical questionnaires 5.3 Consent documents obtained for treatment 5.4 Radiographs, tracings and measurements 5.5 Diagnostic models 5.6 Photographs 5.7 Records of financial transactions 5.8 Notes made by staff following telephone conversations 5.9 Reports to and from referring dentists and specialists 5.10 Copies of correspondence relating to the client
6. Recall system	May include: 6.1 Manual 6.2 Electronic

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Complied consistently with infection control guidelines of DOH and occupational health and safety policies of OHSS
	1.2 Demonstrated consistent performance in the following workplace situations such as:
	    1.2.1 Responding to a variety of requests for information from a range of persons
	    1.2.2 Accurate calculation of fees
	    1.2.3 Recording of financial transactions in accordance with dental practice/organization requirements
	    1.2.4 Assist with management of an effective appointment and recall system
	    1.2.5 Recording, labeling and filing forms and records in accordance with legislation and the dental practice / organization policies

2. Underpinning knowledge	2.1 Dental terminology:
	    2.1.1 Abbreviations and symbols used when recording dental treatment
	    2.1.2 FDI notation system used to designate the permanent and deciduous teeth during examination and charting
	    2.1.3 Palmer notation system used to designate the permanent and deciduous teeth during examination and charting
	    2.1.4 Community periodontal index
	    2.1.5 Symbols used during charting of individual
	
	2.2 Handling and recording financial transactions:
	    2.2.1 Itemizing of client accounts
	    2.2.2 Issuing invoices
	    2.2.3 Recording of payments and issuing receipts
	    2.2.4 The different methods of payment
	    2.2.5 The details that need to be recorded and checked for credit and/or debit cards and check payments
	    2.2.6 Operating a petty cash system
	    2.2.7 Organization policy on banking and handling of cash securely
	
	2.3 Legal requirements
	    2.3.1 The reasons for ensuring the confidentiality of information provided by the client
	    2.3.2 Confidentiality requirements for the recording and storage of client records
	    2.3.3 The requirements of the Health Privacy Principle and their application to the collection of information by the dental practice or organization

	2.4 Appointments:
	    2.4.1 The time requirements of different treatment procedures and the effect this has on appointment scheduling
	    2.4.2 The particular needs which clients may have for the timing of appointments
	    2.4.3 The dentists preferred work routine
	    2.4.4 The time constraints imposed by the dental laboratory
	    2.4.5 The relevant details that must be entered into the appointment system and the written confirmation that must be provided to the client
	    2.4.6 The action that must be taken for broken and/or cancelled appointments
	    2.4.7 Confirmation of appointments
	
	2.5 Recall appointment
	    2.5.1 Methods used by the dental practice or the organization to identify those clients who require either recall examination or follow-up treatment
	    2.5.2 Methods used to follow-up clients who do not respond to recall

3. Underpinning skills	3.1 Using available technology and software for recording appointments and payments
	3.2 Using oral communication skills required to fulfill the job role as specified by the dental practice/organization
	    3.2.1 Negotiation
	    3.2.2 Asking questions
	    3.2.3 Active listening
	    3.2.4 Asking for clarification from caller or client
	    3.2.5 Acknowledging and responding to a range of views
	3.3 Using literacy skills to read and following directions, policies and procedures
	    3.3.1 Occupational health and safety policies and procedures
	    3.3.2 Infection control policies and procedures
	    3.3.3 Practice/Organization policies and procedures
	3.4 Using numeracy skills
	    3.4.1 Basic mathematical calculations such as addition, multiplication and calculations of percentages
	    3.4.2 Handling and recording of basic financial calculations
	3.5 Selecting and applying procedures to perform a range of tasks; following sequenced written instructions, recording accurately and legibly client details
	3.6 Dealing with conflict
	3.7 Using problem solving skills required including using available resources, prioritizing appointments and assessing urgency of calls

4. Resource implications	The following resources **MUST** be provided: 4.1 Workplace: Real or simulated work area 4.2 Appropriate tools and equipment 4.4 Appropriate supplies and materials
5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated work setting or environment.

UNIT TITLE	:	**OPERATE A PERSONAL COMPUTER**
UNIT CODE	:	**ICT311201**
UNIT DESCRIPTOR	:	This unit defines the competency required to operate a personal computer by: starting the PC, logging in, using and working with files, folders and programs, saving work, and closing down the PC.

ELEMENT	PERFORMANCE CRITERIA *Italicized Bold* terms are elaborated in the Range of Variables
1. Start the computer	1.1 The **peripheral devices** are properly connected 1.2 Power is checked and the **computer** and peripheral devices are switched on 1.3 Proper logging in and logging off is successfully done 1.4 The **operating system** features and functions are accessed and navigated 1.5 Hardware configuration and other **system features** are checked
2. Arrange and customize desktop display/ Windows settings	2.1 The desktop screen or Windows elements are changed as needed 2.2 Desktop icons are added, renamed, moved, copied or deleted 2.3 The **online help functions** are accessed or used as needed 2.4 Desktop icons of **application programs** are selected, opened and closed 2.5 **Properties** of icons are displayed 2.6 Computer or desktop settings are saved and restored
3. Work with files and folders (or directories)	3.1 A file or folder is created, opened, moved, renamed or copied 3.2 Files are located, deleted and restored 3.3 Details and properties of files and folders are displayed or viewed 3.4 **Various files** are organized for easy lookup and use 3.5 Files and information are searched 3.6 **Disks** are checked, erased or formatted as necessary
4. Work with user application programs	4.1 **Application program**s are added, changed, removed or ran 4.2 User software or application program are installed, updated and upgraded 4.3 Information/data are moved between documents or files
5. Print information	5.1 Printer is added or installed and correct **printer settings** is ensured 5.2 Default printer is assigned accordingly 5.3 Information or document is printed on the installed printer 5.4 Progress of print jobs are viewed and deleted as required
6. Shut down computer	6.1 All open application programs are closed 6.2 Computer and peripheral devices are properly shut down

RANGE OF VARIABLES

VARIABLE	RANGE
1. Peripheral device	This may include but is not limited to: 1.1 mouse 1.2 keyboard 1.3 monitor or visual display unit 1.4 printer 1.5 scanner
2. Computer	May include: 2.1 Laptops/notebooks 2.2 Workstations 2.3 Servers 2.4 other personal computer devices
3. Application programs	Can include: 3.1 user programs 3.2 database programs 3.3 word processors 3.4 email programs 3.5 Internet browsers 3.6 system browsers 3.7 spreadsheets
4. Operating system	May include but is not limited to the various versions and variants of: 4.1 Windows 4.2 NT 4.3 Mac OS 4.4 Linux 4.5 Solaris 4.6 Unix
5. System features	May include but is not limited to the operating system features and hardware features like: 5.1 memory size 5.2 disk capacities 5.3 video cards 5.4 USBs 5.5 Modems 5.6 1394 and LAN connectors 5.7 SD and PC cards 5.8 wireless and infrared connections.

VARIABLE	RANGE
6. Online help functions	6.1 An instruction manual, or a portion of the manual, integrated and accessible from within the program or software being used.
7. Properties	Indicates the description of the file or folder to include the: 7.1 file name 7.2 type of file 7.3 file size 7.4 date created and modified 7.5 attributes (hidden, read-only).
8. Various files	8.1 Documents 8.2 Records 8.3 Pictures 8.4 Music 8.5 Video
9. Disks	May include but is not limited to: 9.1 Floppy disks 9.2 CDs 9.3 CD-RW (Compact discs-Read/Write) 9.4 DVD RW 9.5 zip disks 9.6 flash drives 9.7 memory sticks 9.8 hard drives
10. Printer settings	The properties of the printer that enables it to work includes: 10.1 page layout 10.2 paper size 10.3 ink/cartridge type 10.4 number of copies 10.5 page orientation.

EVIDENCE GUIDE

1. Critical aspects of Competency	1.1 Assessment must confirm the ability to utilize software, navigate the desktop, using system features to perform tasks and save results of work.
2. Underpinning Knowledge	Knowledge includes: 2.1 Keyboard layout and functions 2.2 Computer functions 2.3 Basic parts of a computer and various hardware components 2.4 Storage devices and file concepts 2.5 Basic software operation and functionalities
3. Underpinning Skills	Skills include: 3.1 Saving and retrieving files to and from various folders or disk storage 3.2 Mouse and keyboarding skills for running software applications 3.3 Reading and writing at a level where basic workplace documents are understood 3.4 Clear ability to communicate with peers and supervisors 3.5 Interpretation of user manuals and help functions 3.6 The ability to carry out written and verbal instructions using a personal computer whether standalone or in a networked environment
4. Resource Implications	To demonstrate competence in this unit access to the following resources will be required: 4.1 A personal computer 4.2 A printer 4.3 Mouse and keyboard 4.4 Basic systems software
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation in a workplace or simulated environment 5.2 Third party reports 5.3 Exams and tests 5.4 Demonstration of required skills 5.5 Interviews
6. Context for Assessment	6.1 Competency may be assessed in the workplace or in a simulated work environment.

CORE COMPETENCIES

UNIT OF COMPETENCY : FABRICATE MODELS

UNIT CODE   : HCS322323

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes in fabricating models.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Verify integrity of impressions	1.1 ***Impression*** is disinfected according to Department of Health guidelines. 1.2 Impressions are examined for defects. 1.3 Impression is checked to ensure it meets the specifications of the work.
2. Select and prepare model materials	2.1 Appropriate materials are selected. 2.2 Materials are prepared in accordance with desired outcome.
3. Pour impressions	3.1 Impressions are prepared for pouring. 3.2 ***Materials are poured into impressions*** in accordance with accepted techniques. 3.3 Required setting time is allowed.
5. Finish model	4.1 Model is recovered intact from impression. 4.2 Model is inspected for defects. 4.3 Models a re trimmed according to requirements.
5. Duplicate model	5.1 ***Duplicating materials*** are prepared according to manufacturer's instructions. 5.2 Duplicating materials are mixed according to manufacturer's instructions. 5.3 An accurate, bubble free cast is produced.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Impression	May include but are not limited to: 1.1 Edentulous impression 1.2 Dentulous impressions 1.3 Partially dentulous
2. Pour materials into impressions	May include but are not limited to: 2.1 Rigid impression materials 2.2 Aqueous elastomers 2.3 Non-aqueous elastomers
3. Duplicating materials	May include but are not limited to: 3.1 Stones 3.2 Diestones 3.4 Refractories

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Verified integrity of impressions 1.2 Selected and prepared model materials 1.3 Poured impressions 1.4 Finished models 1.5 Duplicated model 1.6 Followed OH&S and Department of Health (DOH) infection control guidelines
2. Underpinning knowledge	2.1 Knowledge on basic oral anatomy and occlusion 2.2 Knowledge and application of basic hygiene and the importance of maintaining clean equipment and working environment 2.3 Relevant material science for carrying out procedure 2.4 Occupation Health and Safety and material safety datasheets 2.5 Current Department of Health infection control guidelines, uses and specifications of dental packaging equipment and related products 2.6 Dental policies and procedures 2.7 Industry codes of practice and relevant legislation
3. Underpinning skills	3.1 Communicating and interacting appropriately with colleagues, health care practitioners, other clients and patients 3.2 Communicating ideas and information 3.3 Maintaining cleanliness 3.4 Demonstrating manual dexterity 3.5 Working with others and in teams 3.6 Planning and organizing activities 3.7 Language, literacy and numeracy skills appropriate to the job role and function e.g. documenting packaging information and recording procedures

4. Resource implications	The following resources **MUST** be provided:
	4.1 A real or simulated dental laboratory environment
	4.2 Relevant documentation such as:
	    4.2.1 dental policies and procedures
	    4.2.2 industry codes of practice and relevant legislation
	4.3 Access to a range of packaging equipment and related products
	4.4 A qualified workplace assessor and/or technical expert working in partnership with the assessor

5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: FABRICATE CUSTOM IMPRESSION TRAYS

UNIT CODE   : HCS322324

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes in fabricating custom impression trays.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare model	1.1 Work is interpreted. 1.2 Undesirable undercuts are blocked out. 1.4 Outline is marked and spacer is applied as required.
2. Select and prepare materials	2.1 Selected materials are obtained and mixed in accordance with manufacturer's instructions. 2.2 Equipment is prepared for processing. 2.4 Mixing vessels and templates are provided.
3. Fabricate custom impression tray	3.1 Materials are mixed or manipulated to desired outcome. 3.2 Material is adapted to the cast. 3.3 Handle is fabricated and attached as required. 3.4 **Custom tray** is processed in accordance with industry standards. 3.5 Outline is trimmed. 3.6 **Spacer material** is removed. 3.7 Outline is refined and polished as required. 3.8 **Impression tray** is customized to particular impression material requirements. 3.9 Impression tray is disinfected according to DOH guidelines.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Custom Trays	Trays may be fabricated for: 1.1 Fully edentoulous 1.2 Partially dentate 1.3 Fully dentate 1.4 Implant cases
2. Spacer materials	A range of spacer materials may be used: 2.1 Acrylic 2.2 Thermoplastic 2.3 Light-cured composite
3. Impression tray	May include but are not limited to: 3.1 Full arch 3.2 Anterior 3.3 Posterior 3.4 Quadrant

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Prepared model.
	1.2 Selected and prepared materials
	1.3 Fabricated custom impression tray
	1.4 Followed OH&S and DOH infection control guidelines
	1.5 Identified oro-facial anatomy
	1.6 Followed different techniques in model fabrication
2. Underpinning knowledge	Knowledge on the following:
	2.1 Relevant material science for carrying out procedures
	2.2 Model fabrication techniques
	2.3 Oro-facial anatomy
	2.4 Current infection control DOH guidelines
	2.5 OHS and material data safety sheets
	2.6 Dental workplace policies and procedures
	2.7 Industry codes of practice, standards and guidelines
	2.8 National and local legislation where appropriate
3. Underpinning skills	3.1 Model fabrication techniques
	3.2 Manual dexterity
	3.3 Thermo-forming technology
	3.4 Visible light-cured techniques
	3.5 Planning and organizing work activities
	3.5 Language, literacy and numeracy skills appropriate to the role and workplace requirements
4. Resource implications	The following resources **MUST** be provided
	4.1 A real or simulated dental laboratory environment
	4.2 Relevant documentation such as:
	4.2.1 Dental policies and procedures
	4.2.2 Industry codes of practice, standards and guidelines
	4.2.3 State legislation where appropriate
	4.3 Access to a range of customers with different requirements (real or simulated)
	4.4 A qualified workplace assessor and/or a technical expert working in partnership with assessor
5. Method of assessment	Competency may be assessed through:
	5.1 Demonstration with questioning
	5.2 Written Test/Examination
	5.3 Third Party Report
	5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: FABRICATE REGISTRATION BITE RIMS

UNIT CODE   **: HCS322325**

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes in fabricating registration bite rims.

ELEMENT	PERFORMANCE CRITERIA
	Italicized terms are elaborated in the Range of Variables
1. Select and prepare materials	1.1 ***Appropriate material for the base*** and rims is selected. 1.2 Model is prepared to enable appropriate application of selected base metal.
2. Fabricate base	2.1 Selected base material is applied to model. 2.2 Base material is processed in accordance with type of base material selected. 2.3 Base material is trimmed to peripheral contours of model and appropriate landmarks.
3. Fabricate registration bite rims	3.1 Bite rim is fabricated in selected material. 3.2 Bite rim is trimmed to prescribed dimensions and appropriate landmarks. 3.3 Bite rim is smoothed and polished in accordance with material chosen.
4. Prepare face-bow (if required)	4.1 Face-bow fork is located in required position. 4.2 Material is selected as required by the presentation. 4.3 Face-bows are finished in accordance with acceptable industry standard.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate materials for base	May include but are not limited to: 1.1 Wax 1.2 Thermo-formed materials 1.3 Light-cured composite 1.4 Acrylic 1.5 Cast metal framework

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Selected and prepared materials for fabrication of registration bite rim.
	1.2 Constructed base and registration bite rim
	1.3 Prepared face-bow (if required)
	1.4 Complied with DOH infection control policies and procedures
	1.5 Followed OH&S policies
2. Underpinning knowledge	2.1 Relevant material science for carrying out procedures
	2.2 Basic oral anatomy and occlusion
	2.3 Range of standard dimensions
	2.4 Application of registration bite rim
	2.5 Industry codes and practices
	2.6 National and local legislation as appropriate
	2.7 Housekeeping/maintenance procedures
3. Underpinning skills	3.1 Manual dexterity
	3.2 Maintaining a healthy and safe working environment
	3.3 Processing techniques
	3.4 Maintaining personal hygiene
	3.5 Following correct measurements
	3.6 Planning and organizing work activities
4. Resource implications	The following resources **MUST** be provided
	4.1 A real or simulated dental laboratory environment
	4.2 Relevant documentation such as:
	4.2.1 industry codes of practice
	4.2.2 state legislation as appropriate
	4.2.3 housekeeping/maintenance procedures
5. Method of assessment	Competency may be assessed through:
	5.1 Demonstration with questioning
	5.2 Written Test/Examination
	5.3 Third Party Report
	5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: ARTICULATE MODELS AND TRANSFER RECORDS

UNIT CODE   : HCS322326

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes in articulating models and transferring records.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Select and prepare articulator	1.1 Work order requirements are confirmed. 1.2 Articulator is selected and adjusted as required. 1.3 Mounting method to be used is identified in accordance with the **type of articulator**.
2. Select and prepare materials	2.1 Models and oral records are positioned in articulator. 2.2 Mounting materials are prepared and applied to models. 2.3 Centric records are established and secured. 2.4 Excess material is removed in accordance with industry standards 2.8 Equipment is cleaned in accordance with standard operating procedures (SOPs).
3. Transfer oral records to articulator	3.1 Records are transported as provided. 3.2 Midline is recorded. 3.3 Vertical height is set and recorded. 3.4 Condylar angle is set as required.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Type of articulators	May include but are not limited to: 1.1 Average movement 1.2 Semi-adjustable 1.3 Fully adjustable

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Selected and prepared articulator 1.2 Selected and prepared materials 1.3 Transferred oral records to articulator 1.4 Complied with DOH infection control policies and procedures 1.5 Followed OH&S policies
2. Underpinning knowledge	2.1 Recording techniques and devices 2.2 Mechanical devices 2.3 Articulators 2.4 Face-bows 2.5 Relevant material science for carrying out procedures 2.9 Basic oral anatomy and occlusion
3. Underpinning skills	3.1 Manual dexterity 3.2 Maintaining a healthy and safe working environment 3.3 Recording techniques 3.4 Articulating procedure 3.5 Planning and organizing work activities
4. Resource implications	The following resources **MUST** be provided 4.1 A real or simulated dental laboratory environment 4.2 Range of articulators 4.3 Range of jaw relationship 4.4 A qualified workplace assessor and/or a technical expert working in partnership with the assessor
5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: FABRICATE MOUTHGUARD

UNIT CODE   **: HCS322327**

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes in fabricating mouthguard.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables
1. Prepare model for procedure	1.1 Prescription is interpreted in accordance with the dentist's instruction. 1.2 Model is seated and correctly positioned for procedure.
2. Check the dental mouthguard prior to insertion	2.1 Mouthguard is decontaminated in accordance with DOH infection control *guidelines*. 2.2 Potential injury causing areas of a mouthguard are removed prior to insertion. 2.3 Mouthguard is assessed to ensure desired thickness and protective capabilities have been achieved.
3. Fit and evaluate the mouthguard	3.1 Retention and stability are examined. 3.2 The fitting surfaces of the mouthguard are checked for accuracy and comfort. 3.3 Current DOH infection control guidelines are followed.
4. Alter mouthguard if required	4.1 Materials and equipment required to carry out alterations are used in accordance with manufacturer's instructions, current DOH infection control and OHS guidelines. 4.2 Fitting surfaces and occlusion are checked for accuracy and altered where pressure is indicated or where discrepancies to retention and stability are found. 4.3 Documentation is completed as required.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Guidelines	Relevant guidelines may include but are not limited to: 1.1 Department of Health (DOH) infection control guidelines and procedures 1.2 Occupational Health and Safety Practices

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Prepared model for procedure 1.2 Checked the dental mouthguard prior to insertion 1.3 Fitted and evaluated the mouthguard 1.4 Altered mouthguard if required 1.5 Complied with DOH infection control policies and procedures 1.6 Followed OH&S policies and procedures
2. Underpinning knowledge	2.1 Rationale and objectives for mouthguard 2.2 Types of mouthguard 2.3 Maintenance requirements for mouthguard 2.4 Principles of quality assurance and work effectiveness 2.5 Legal and ethical issues relating to: informed consent, duty of care and confidentiality 2.6 Relevant OH&S regulations 2.10 Current DOH infection control guidelines
3. Underpinning skills	3.1 Communications Skills 3.2 Problem Solving 3.3 Planning and organizing work activities

4. Resource implications	The following resources **MUST** be provided
	4.1 A real or simulated dental laboratory environment
	4.2 Relevant documentation such as:
	      4.2.1 industry codes of practice
	      4.2.2 state legislation as appropriate
	      4.2.3 housekeeping/maintenance procedures
	4.3 A qualified workplace assessor and/or a technical expert working in partnership with the assessor

5. Method of assessment	Competency may be assessed through: 5.1 Demonstration with questioning 5.2 Written Test/Examination 5.3 Third Party Report 5.4 Portfolio
6. Context of assessment	6.1 Competency may be assessed in the workplace or in a simulated workplace setting.

SECTION 3 TRAINING STANDARDS

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for the **DENTAL LABORATORY TECHNOLOGY SERVICES NC I** qualification.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; trainer's qualification and institutional assessment

3.1 CURRICULUM DESIGN

Course Title: **DENTAL LABORATORY TECHNOLOGY SERVICES**   NC Level: **NC I**

Nominal Training Duration: **976 Hours**

Course Description:

This course is designed to enhance the knowledge, skills and attitudes of dental technicians in accordance with industry standards. It covers the basic, common and core competencies in NC I.

BASIC COMPETENCIES
(18 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Receive and respond to workplace communication	1.1 Follow routine spoken messages 1.2 Perform workplace duties following written notices	• Group discussion • Interaction	• Demonstration • Observation • Interviews/ questioning
2. Work with others	2.1 Develop effective workplace relationship 2.2 Contribute to work group activities	• Discussion • Interaction	• Demonstration • Observation • Interviews/ questioning
3. Demonstrate work values	3.1 Define the purpose of work 3.2 Apply work values/ethics 3.3 Deal with ethical problems 3.4 Maintain integrity of conduct in the workplace	• Discussion • Interaction	• Demonstration • Observation • Interviews/ questioning
4. Practice housekeeping procedures	4.1 Sort and remove unnecessary items 4.2 Arrange items 4.3 Maintain work area, tools and equipment 4.4 Follow standardized work process and procedures 4.5 Perform work spontaneously	• Discussion • Plant tour • Symposium	• Observation • Interview

COMMON COMPETENCIES
(28 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Maintain instruments and equipment in work area	1.1 Prepare to clean dental laboratory instruments and work area 1.2 Clean and dry dental laboratory instruments	• Group Discussion • Interaction	• Written Test • Practical/ Performance Test • Interview
2. Assist in dental laboratory procedures	2.1 Identify dental laboratory procedures 2.2 Use dental terminology in communication within the health care setting	• Group Discussion • Interaction	• Written Test • Practical/ Performance Test • Interview
3. Assist with administration in dental laboratory practice	3.1 Communicate effectively with clients and other persons 3.2 Respond appropriately to inquiries from clients and visitors 3.3 Allocate appointments appropriate to client and organization requirements 3.4 Calculate and record basic financial transactions 3.5 Handle cash and record financial transactions 3.6 Maintain client records	• Group Discussion • Interaction	• Written Test • Practical/ Performance Test • Interview
4. Operate a personal computer	4.1 Start and shut down the computer 4.2 Arrange and customize desktop display/window setting 4.3 Work with files and folders (or directories) 4.4 Work with user application programs 4.5 Print information 4.6 Shut down computer	• Group Discussion • Interaction • Lecture	• Demonstration • Observation • Interviews/ Questioning • Written Exam

CORE COMPETENCIES
(930 Hours)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Fabricate models	1.1 Verify integrity of impressions 1.2 Select and prepare model materials 1.3 Pour impressions 1.4 Finish model 1.5 Duplicate model	• Discussion/ Demonstration	• Written Examination • Demonstration • Observation
2. Fabricate custom impression trays	2.1 Prepare model 2.2 Select and prepare materials 2.3 Fabricate custom impression trays	• Discussion/ Demonstration	• Written Examination • Demonstration • Observation
3. Fabricate registration bite rims	3.1 Select and prepare materials 3.2 Fabricate base 3.3 Fabricate registration bit rims 3.4 Prepare face-bow (if required)	• Discussion/ Demonstration	• Written Examination • Demonstration • Observation
4. Articulate models and transfer records	4.1 Select and prepare articulator 4.2 Select and prepare materials 4.3 Transfer oral records to articulator	• Discussion/ Demonstration	• Written Examination • Demonstration • Observation
5. Fabricate mouthguard	5.1 Prepare model for procedure 5.2 Check the dental mouthguard prior to insertion 5.3 Fit and evaluate the mouthguard 5.4 Alter mouthguard if required	• Discussion/ Demonstration	• Written Examination • Demonstration • Observation

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;

- Learning is modular in its structure;

- Training delivery is individualized and self-paced;

- Training is based on work that must be performed;

- Training materials are directly related to the competency standards and the curriculum modules;

- Assessment is based in the collection of evidence of the performance of work to the industry required standard;

- Training is based both on and off-the-job components;

- Allows for recognition of prior learning (RPL) or current competencies;

- Training allows for multiple entry and exit; and

- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.

- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.

- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.

- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.

- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.
- Project-Based Instruction is an authentic instructional model or strategy in which students plan, implement and evaluate projects that have real world applicants.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to enroll in these course qualifications should possess the following requirements:

- Must be physically and mentally fit (specifically on eye and hand coordination)

- Must be able to communicate either oral or written

- Must be at least fifteen (15) years old

- Must be at least a high school graduate or its equivalent

3.4 TOOLS, EQUIPMENT AND MATERIALS
DENTAL LABORATORY TECHNOLOGY SERVICES NC I

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for Dental Laboratory Services NC I are as follows:

QTY.	TOOLS	QTY.	EQUIPMENT	QTY.	MATERIALS
25 sets	Base Former (upper, lower quadrant)	25 pcs.	Articulator, Non-Adjustable	25 pcs.	Abrasives (assorted)
		5 pcs.	Articulator, Semi-Adjustable		
		1 pc.	Articulator, Fully-Adjustable		
25 pcs.	Plaster Knife	1 pc.	Steamer	25 pcs.	Masks
25 pcs.	Caliper	1 unit	Drier	25 pcs.	Laboratory Gown
25 sets	Waxing Instrument Set	25 pcs.	Bunsen Burner	1 box	Gloves
5 pcs.	Chisel	1 pc.	Cleaning Unit	1 kilo	Acryllic Resin
25 pcs.	Duplicating Tray	1 pc.	Curing Unit		Polishing Paste and Compound (assorted)
25 pcs.	Mixing Bowl	1 pc.	Die Trimming Machine	1 gal.	Disinfecting Solution
25 pcs.	Plaster Spatula	25 pcs.	Micro Motor		Dental Lab Waxes (assorted)
25 pcs.	Impression Tray or Stock Tray	1 pc.	Vacuum Former Machine	25 pcs.	Adhesives
100 pcs.	Mandrel	2 pcs.	Vibrator	25 kilos each	Gypsum (assorted)
25 pcs.	Plaster Cutters	2 pcs.	Lathe Machine	25 pcs. each	Duplicating Materials (assorted)
25 pcs.	Alcohol Torch	2 pcs.	Pressure Pot	25 btls.	Alcohol
25 pcs.	Guide or Template	1 pc.	Vacuum Mixer	2 tanks	Laboratory Gases

QTY.	TOOLS	QTY.	EQUIPMENT	QTY.	MATERIALS
		2 pcs.	Cast Trimmer		
		1 unit	Weighing Scale		

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters
Student/Trainee Performance Space (S/TPS)	5 x 4 m.	20 sq. m.
Learning Resource Center (LRC)	3 x 5 m.	15 sq. m.
Circulation Area	(S/TPS+LRC+SDR+CR) X 30% (50+5+15+10) X 30%=**24 sq.m**.)	21 sq. m.
Separate Restrooms for Male and Female Trainees/ Students (CR)	2 x 5 m.	10 sq. m.
	Total Workshop Area	75 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR SERVICES SECTOR

DENTAL LABORATORY TECHNOLOGY SERVICES NC I

- Must be TESDA accredited/certified Trainer
- Must be a holder of a Dental Laboratory Technology Services NC I or its equivalent
- Must have undergone training on Training Methodology (TM I) or its equivalent
- Must have a minimum of five (5) years working experience as a dental technician

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 To attain the National Qualification of Dental Laboratory Technology Services NC I, the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2   Assessment shall focus on the units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.3 The following are qualified to apply for assessment and certification:

   4.3.1 Graduates of formal, non-formal and informal including enterprise-based training programs

   4.3.2 Experienced Workers (wage employed or self-employed)

4.4 The guidelines on assessment and certification are discussed in detail in the *Procedures Manual on Assessment and Certification* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)"*.

COMPETENCY MAP – HEALTH CARE SECTOR (DENTAL LABORATORY TECHNOLOGY SERVICES NC I)

BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice basic housekeeping procedures	Participate in workplace communication	Work in team environment	Practice career professionalism
Practice occupational health and safety procedures	Lead workplace communication	Lead small team	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies
Utilize specialized communication skills	Develop teams and individuals	Apply problem solving techniques in the workplace	Collect, analyze and organize information	Plan and organize work	Promote environmental protection	

COMMON COMPETENCIES

Implement and monitor infection control policies and procedures	Respond effectively to difficult/challenging behavior	Apply basic first aid	Maintain high standard of patient services	Maintain instruments and equipment in work area	Assist in dental laboratory procedures	Assist with administration in dental practice
Maintain an effective relationship with customers and clients	Manage own performance	Follow occupational health and safety policies in dental practice	Maintain infection control in dental practice			

CORE COMPETENCIES

Provide care and support to infants and toddlers	Provide care and support to children	Foster social, intellectual, creative and emotional development of children	Foster the physical development of children	Provide care and support to elderly	Provide care and support to people with special needs	Maintain a healthy and safe environment
Respond to emergency	Clean living room, dining room, bedrooms, toilet and bathroom	Wash and iron clothes, linen and fabric	Prepare hot and cold meals	Prepare and maintain beds	Collect and maintain linen stocks at end users location	Assist in patient mobility
Assist in transporting patients	Assist in bio-psychosocial support care of patients	Handle waste in a health care environment	Install biomedical equipment	Perform corrective maintenance on biomedical equipment	Perform preventive maintenance on biomedical equipment	Repair biomedical equipment
Perform basic life support	Maintain life support equipment and resources	Implement safe access and extrication procedures in an emergency	Manage request for ambulance service	Allocate ambulance service resources	Coordinate emergency resources	Deliver basic ambulance communication skills
Supervise on-road operations	Manage the scene of a special event	Manage routine scene	Deliver pre-hospital patient care	Manage ambulance operations	Transport emergency patients	Transport non-emergency patients
Drive vehicles under operational conditions	Work within a holistic therapeutic massage framework	Perform therapeutic massage assessment	Plan the therapeutic massage treatment	Implement therapeutic massage treatment	Perform remedial therapeutic massage treatment	Work within a community development framework

Prepare for work in the community service industry	Support community resources	Provide primary/residential care	Support community participation	Recruit and coordinate volunteers	Respond holistically to client issues	Develop and provide health education program in the community
Implement health promotion and community interventions	Fabricate models	Fabricate custom impression trays	Fabricate registration bite rims	Articulate models and transfer records	Fabricate mouthguard	Arrange artificial teeth for complete dentures
Set up and wax removable partial dentures	Wax, process and finish acrylic dentures and appliances	Cast metal alloy removable partial denture framework	Fabricate oral splints	Fabricate orthodontic appliances	Fabricate thermo formed bases and appliances	Fabricate metal crown and bridge structures
Fabricate ceramic restorations	Fabricate indirect composite/polymer fixed restorations	Join alloy structures				

DEFINITION OF TERMS

ABUTMENT - Tooth or teeth that support a fixed or removable bridge

ANTERIOR TEETH - the six upper or six lower front teeth (canines, laterals & central incisors)

APEX - the tip of the root of a tooth

APPLIANCE - a general term referring to devices used to provide a function or therapeutic effect

ARCH - describes the alignment of the upper or lower teeth

ARTICULATE - to unite by forming a joint or joints

ARTICULATOR - a mechanical device representing the temporo-mandibular joints and jaw members to which casts of the mouth

BASE - cement placed under a dental restoration to insulate the pulp (nerve chamber)

BITE - relationship of the upper and lower teeth on closure (occlusion)

BITE/OCCLUSION RIM - an occluding border or surface constructed on temporary or permanent denture bases for the purpose of recording the maxillomandibular relation and for positioning the teeth

BLEACHING - chemical or laser treatment of natural teeth for whitening effect

BONDING - adhesive dental restoration technique; a tooth-colored composite resin to repair and/or change the color or shape of a tooth

BRACES - devices used by orthodontists to gradually reposition teeth to a more favorable alignment

BRIDGE - stationary dental prosthesis (appliance) fixed to teeth adjacent to a space; replaces one or more missing teeth, cemented or bonded to supporting teeth or implants adjacent to the space

BUCCAL - in dental anatomy, the term is used to refer to the vestibular (or oral) surface of the premolars and molars that faces the cheek

CANTILEVER BRIDGE - fixed bridge that attaches to adjacent teeth only on one end

CAP - common term for dental crown

CAST - an accurate reproduction or replica of an object or part produced in a plastic material which has taken form in an impression or mold

CLASP - device that retains a removable partial denture to stationary teeth; can be metal or acrylic (matches teeth and gums)

CONDYLAR - Pertaining to condyle

CONDYLE - A round eminence or protuberance at the articular extremity of the bone

CROSS BITE - reverse biting relationship of upper and lower teeth; aka "under bite," as in Class III malocclusuion (prognathic jaw)

CROWN - (1) the portion of a tooth above the gum line;

(2) dental restoration covering all or most of the natural tooth

CUSTOM IMPRESION TRAY	-	an impression tray made from a preliminary impression used to make the final impression
DENTAL WAXES	-	wax compounds used in dentistry are mixtures of individual waxes of materials or synthetic origin. As with all other dental materials, each component n the mixture is selected to given specific properties best suited for the procedure being performed
DENTURE	-	removable (partial or complete) set of artificial teeth
DIASTEMA	-	open space between teeth
DISTAL	-	farthest from any point of reference, as the surfaces of teeth more distant from the median line
DUPLICATE	-	identically copied from an original
FABRICATE	-	to make; create; to construct by combining or assembling
FACE-BOW	-	a caliper-like device used to record the positional relationship of the maxillary arch to the temporo-mandibular joint (or opening axis of the jaw and to orient dental casts in the same relationship to the opening axis of the articulator
FACE-BOW FORK	-	a device used to attach the face-bow to an occlusion rim for a face-bow transfer
FACIAL	-	the term is used to refer to the surface of a tooth directed toward the face (including the buccal and labial surfaces) and opposite the lingual (or oral) surface.
FACING	-	tooth colored overlay on the visible portion of a crown; may be acrylic, composite or porcelain
FILLING	-	restoration of lost tooth structure with metal, porcelain or resin materials
FULL DENTURE	-	removable dental prosthesis (appliance) replacing all upper or lower teeth
FULL MOUTH RECONSTRUCTION	-	extensive restorations of natural teeth with crowns and or fixed bridges to manage restorative and bite problems.
GYPSUM	-	is the common name for calcium sulfate dehydrate. Gypsum products are more frequently used on laboratory procedures than any other single group of compounds. Controlled variations in the manufacturing of gypsum products yield a group of dental materials including plaster, artificial stone(hydrosol), disc stone, casting investment and soldering investment
IMPRESSION	-	mold made of the teeth and soft tissues
INLAY	-	indirect - filling made by a dental laboratory that is cemented or bonded into place,
		direct - placement of dental composite resin, or porcelaion restoration at chairside
INTEROCCLUSAL	-	space between upper and lower teeth
INVESTING	-	the act or process of covering or enveloping wholly or in part an object such as a denture, tooth, wax form etc.
JACKET	-	crown for a front tooth, usually made of porcelain

LABIAL	-	in dental anatomy, the term is used to refer to the vestibular (or facial) surface of the incisors and canines that faces the lips
LAMINATE	-	thin plastic or porcelain veneer produced in a dental laboratory and then bonded to a tooth
MALOCCLUSION	-	"bad bite" or misalignment of the upper and lower teeth
MARGIN	-	interface between a restoration and tooth structure
MARYLAND BRIDGE	-	a bridge that is bonded to the back of the adjacent teeth; requires minimum tooth reduction
MODEL	-	a material used extensively for making impressions. It contains shellac, talc, glycerin, wax, tallow and palm oil
MOUTHGUARD	-	an intra-oral appliance, made of a soft plastic, which covers all occlusal surfaces and the palate and extends to the border of the attached gingiva on the vestibular surface of the teeth
OVERBITE	-	vertical overlap of the front teeth; deep bite
PARTIAL DENTURE	-	removable dental prosthesis (appliance) replacing one or more natural teeth
PONTIC	-	replacement tooth mounted on a fixed or removal appliance
PORCELAIN CROWN	-	all porcelain restoration covering the coronal portion of tooth (above the gum line)
PORCELAIN FUSED TO METAL (PFM) CROWN	-	restoration with metal coping (for strength) covered by porcelain (for appearance)
PORCELAIN INLAY OR ONLAY	-	tooth-colored restoration made of porcelain, cemented or bonded in place
PORCELAIN VENEERS	-	a thin layer of porcelain, fabricated by a laboratory) bonded to a natural tooth to replace lost tooth structure, close spaces, straighten teeth or change color and/or shape
POSTERIOR	-	Situated in the back of, or in the back part of, or affecting the back part of an organ; used in reference to the back or dorsal surface of the body.
PROSTHESIS		an artificial appliance for the replacement for a body part, tooth or teeth
REBASE	-	the process of refitting a denture by means of the replacement of the denture base material without changing the occlusal relations of the teeth
RETAINER	-	a device for retaining or keeping something in position
	-	the part of a denture that unites the abutment tooth with the suspended portion of the bridge, such as inlay, partial crown or complete crown.
SOLDERING INVESTMENT	-	a soldering investment is similar in composition to a casting investment that has a
SPLINT	-	connection of two or more teeth so they function as a stronger single structure

ACKNOWLEDGEMENTS

List of Published Training Regulations

- ❑ Animal Production NC II
- ❑ Aquaculture NC II
- ❑ Automotive Body Painting/Finishing NC II
- ❑ Automotive Body Repair NC II
- ❑ Automotive Engine Rebuilding NC II
- ❑ Automotive Servicing NC II
- ❑ Bartending NC II
- ❑ Beauty Care NC II
- ❑ Beauty Care NC III
- ❑ Building Wiring Installation NC II
- ❑ Caregiving NC II
- ❑ Carpentry NC II
- ❑ Commercial Cooking NC II
- ❑ Computer Hardware Servicing NC II
- ❑ Deck Seafaring NC II
- ❑ **Dental Laboratory Technology Services NC I**
- ❑ Dental Laboratory Services NC II
- ❑ Dental Laboratory Services NC III
- ❑ Dressmaking NC II
- ❑ Driving NC II
- ❑ Engine Seafaring NC II
- ❑ Food and Beverage Services NC II
- ❑ Footwear Making NC II
- ❑ Heavy Equipment Operation NC II
- ❑ Horticulture NC II
- ❑ Household Services NC II
- ❑ Housekeeping NC II
- ❑ Machining NC II
- ❑ Masonry NC II
- ❑ Motorcycle and Small Engine Servicing NC II
- ❑ Performing Arts (Dance) NC II
- ❑ Performing Arts (Song) NC II
- ❑ Plumbing NC II
- ❑ Pyrotechnics NC II
- ❑ RAC Servicing NC I
- ❑ RAC Servicing NC II
- ❑ Security Services NC II
- ❑ Tailoring NC II
- ❑ Tour Guiding Services NC II
- ❑ Transport RAC Servicing NC II
- ❑ Travel Services NC II
- ❑ Welding NC II

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