Dental Technician

Safe Practitioner domains

Domain	Subdomain
A: Clinical	• Clinical knowledge and its application to patient management • Clinical/technical skills
B: Interpersonal and emotional skills	• Effective communication • Teamwork and wellbeing of others
C: Professionalism	• Ethics and integrity • Leadership • Social accountability
D: Self-management	• Insight • Reflection, continued and self-directed learning • Adaptability, well-being and personal growth • Organisation and time management

Explanatory notes on this framework

1. The learning outcomes have been designed to allow education providers flexibility to design their curricula using their expertise and to reflect changes in practice. Where an outcome sets an expectation of covering relevant knowledge or skills in a certain area (for example diseases or medicines), a provider's role is to determine the right areas to teach and assess to the level expected of a safe practitioner.

2. Overlap of content in particular areas of practice, for example content covered in both knowledge and skills in the clinical domain, is deliberate to separate out and clearly define the purpose of each outcome and what is required to be assessed.

3. The behaviours and learning outcomes are not structurally dependant on each other. Content in some areas is replicated across outcomes and behaviours. Determining whether content is a behaviour or an outcome (or a behaviour in addition to an outcome) is based on how it should be assessed by the provider.

Domain A. Clinical

Description

Possesses the skills and underpinning knowledge to undertake routine clinical and technical procedures and tasks. This includes the ability to apply that knowledge and those skills to specific contexts and situations, patients, and stages of treatment including, where relevant, diagnosis, treatment planning and onward referral.

The key areas for clinical are:
- **Clinical knowledge and its application to patient management**
- **Clinical/technical skills**

Clinical knowledge and its application to patient management

Learning outcomes

C 1.1	Explain the aetiology, pathogenesis and epidemiological trends of oral and dental disease and their application to patient management
C 1.2	Describe abnormalities of the oral cavity and the rest of the patient and their effect on dental devices.
C1.3	Explain the variance in disease presentation across diverse cultural and social groups, and those with protected characteristics, and how this impacts diagnosis, prevention and treatment.
C 1.5	Identify relevant and appropriate dental, oral, craniofacial and general anatomy (recognising the diversity of anatomy across the patient population) and explain their relevance to patient management
C 1.8	Explain the potential routes of transmission of infectious agents in the dental laboratory, mechanisms for the prevention of infection, the scientific principles of decontamination and disinfection and their relevance to health and safety
C 1.9	Explain the need for effective recorded maintenance and testing of equipment and requirements for appropriate storage, handling and use of materials
C 1.14	Explain the scientific principles underpinning the use of materials and biomaterials and evaluate their limitations and selection, with emphasis on those used in dentistry
C 1.16	Explain the principles of obtaining valid patient consent
C 1.23	Explain the signs of abuse, neglect or emotional trauma, explain local and national systems that safeguard welfare and understand how to raise concerns and act accordingly
C 1.24	Explain the principles of preventive care
CDT/DT 1.A	Explain how the design and manufacture of custom-made dental devices can contribute to the prevention of oral disease and the interests of the patient's long-term oral, health, safety and well-being
DT 1.B	Explain the procedures used in the design and manufacture of custom-made dental devices
C 1.26	Discuss the importance of achieving a healthy oral environment prior to introduction of a prosthesis
C 1.38	Explain the roles and organisation of various referral networks, clinical guidelines and policies and local variation
C 1.40	Explain the responsibilities of the dental team as an access point to and from wider healthcare

Clinical/technical skills

Behaviours
The following are requirements for a safe practitioner:
- Adopt an evidence-based approach to clinical practice.

Learning outcomes

	Assessment, diagnosis and treatment planning
C 2.1.3	Assess patients' levels of anxiety, experience and expectations in respect of dental care and oral health
C 2.1.10	Obtain valid consent from patients explaining all the relevant factors
C 2.1.11	Assess own capabilities and limitations and refer patients for treatment or advice when and where appropriate
	Safe Clinical Environment
C 2.3.1	Identify and explain the risks around the laboratory environment and manage these in a safe and effective manner
C 2.3.2	Implement, perform and manage effective decontamination and infection control procedures according to current guidelines, considering their effect on materials
	Acute conditions
C 2.4.1	Identify, assess, and manage medical emergencies
	Oral Health/Prevention
C 2.5.1	Provide patients/carers with comprehensive, personalised preventive advice, instruction and intervention in a manner which is accessible, promotes self-care and motivates patients/carers to comply with advice and take responsibility to maintain and improve oral health
	Restoration & replacement of teeth
CDT/DT 2.B	Design, manufacture, assess and provide biomechanically sound removable devices
CDT/DT 2.C	Design, manufacture, assess and provide biomechanically sound fixed prostheses
CDT/DT 2.D	Design, manufacture, assess and provide biomechanically sound orthodontic appliances
CDT/DT 2.E	Repair and modify custom made dental devices to meet the needs of the patient
CDT/DT 2.F	Assess and ensure fitness for purpose of custom-made dental devices and propose alternative solutions where required.
CDT/DT 2.G	Evaluate for individual patients the need for more complex treatment and seek advice
CDT/DT 2.H	Carry out procedures to meet the prescription
CDT/DT 2.I	Explain and apply the principles of evidence based and appropriate design in the manufacture and provision of custom-made dental devices

Domain B. Interpersonal and emotional skills

Description
Uses interpersonal skills and emotional awareness to enable effective communication with all patients and colleagues which is underpinned by behaving in a caring, empathic and respectful way. Demonstrates effective team working and helps foster wellbeing of others.

The key areas for Interpersonal and emotional skills are:
- **Effective communication**
- **Teamwork and wellbeing of others**

Effective communication
Behaviours
The following are requirements for a safe practitioner:

- Communicate with care, empathy and respect in all professional interactions with patients, their representatives, the public and colleagues.

Learning outcomes

I 1.1	Describe the use of a range of communication methods and technologies and their appropriate application in support of the practice of dental technology
I 1.2	Describe the importance of non-verbal communication, including listening skills, and the barriers to effective communication
I 1.3	Communicate effectively and sensitively, tailoring to context, by spoken, written and/or electronic means with all patients, including patients whose first language is not English language (using representatives or interpreters where necessary), in relation to: • patients with anxious or challenging behaviour or special considerations such as emotional trauma • difficult circumstances, such as breaking bad news, or discussing issues such as alcohol consumption, smoking, or diet
I 1.4	Communicate effectively and sensitively by spoken, written and electronic means with the public
I 1.5	Communicate effectively by spoken, written and electronic means with colleagues from dental and other healthcare professions in patients' best interests in relation to: • the direct care of individual patients • oral health promotion • raising concerns when problems arise, including where patients cause distress to staff through discriminatory behaviour
I 1.6	Use appropriate methods to provide accurate, clear and comprehensive information when referring patients to other dental and healthcare professionals
I 1.7	Communicate appropriately and effectively in professional discussions and transactions with other sectors
I 1.8	Give feedback effectively to other members of the team
I 1.9	Explain the professional expectations, potential impact, and consequence of using social media as a communication tool

Teamwork and wellbeing of others
Behaviours
The following are requirements for a safe practitioner:

- Respect the roles of dental and other healthcare professionals in the context of learning and working in a dental and wider healthcare team;
- Demonstrate effective team working;
- Contribute to their team in providing appropriate dental care for patients;
- Take a patient-centred approach to working with the dental and wider healthcare team;
- Where appropriate refer/delegate work according to the scope of practice of the dental team, in line with competence and professional practice.

Learning outcomes

I 2.1	Explain the responsibilities and limitations of referring to other members of the dental team
I 2.2	Explain the role and professional responsibilities associated with appraisal; training and review of colleagues; provision of and receipt of effective feedback in the context of developing members of the dental team
I 2.3	Describe the roles of dental and other healthcare professionals in the context of learning and working in a dental and wider healthcare team
I 2.4	Explain the contribution that team members and effective team working makes to the delivery of safe and effective high-quality care, including the benefits of working in culturally diverse teams
I 2.5	Describe the team working guidance provided by the GDC and other relevant bodies
I 2.6	Describe the impact of Direct Access on each registrant group's scope of practice and its effect on dental team working
I 2.7	Describe the scope of practice of each member/registrant of the dental team and how the roles interact for effective teamwork and patient care
I 2.8	Explain the need to ensure that those who raise concerns are protected from discrimination or other detrimental effects

Domain C. Professionalism

Description
Demonstrates professionalism and integrity by behaving ethically, shows leadership and social accountability. Is committed to advocating for oral health, promoting good oral health and sustainable service provision in the population and across communities and addressing priority health needs for the communities.

The key areas for professionalism are:
- **Ethics and integrity**
- **Leadership**
- **Social accountability**

Ethics and Integrity

Behaviours
The following are requirements for a safe practitioner:

- Treat your patients, members of the public and your colleagues with dignity and respect and without discrimination
- Support patients to make informed decisions about their care, making their interests your first concern
- Demonstrate cultural competence, accepting and respecting the diversity of patients and colleagues

- Provide the best possible outcome for your patients by using your knowledge and skills, acting as an advocate for their needs where appropriate
- Speak up to protect others from harm
- Raise concerns where appropriate about your own or others' health, behaviour or professional performance
- Comply with systems and processes to support safe patient care
- Act in accordance with current best practice guidelines
- Act in accordance with national and local clinical governance and health and safety requirements
- Act within the legal frameworks which inform personal behaviour, the delivery of healthcare and the protection and promotion of the health of individual patients
- Maintain contemporaneous, complete and accurate patient records in accordance with legal requirements and best practice
- Act with integrity and ensure your actions maintain the trust of colleagues, patients, and the public in you, your team, and the profession across all environments and media
- Proactively address discriminatory language and behaviour and microaggressions from colleagues, patients and other professionals
- Demonstrate personal accountability to patients, the regulator, the team and wider community
- Work in partnership with colleagues to develop and maintain an effective and supportive environment which promotes the safety and wellbeing of the patient and dental team

Learning outcomes

P 1.1	Explain the importance of contemporaneous, complete and accurate patient records in accordance with legal requirements and best practice
P 1.2	Describe the legal responsibilities of maintaining and protecting patients' information
P 1.3	Describe diversity, equality, inclusion and discrimination and the underpinning legislation, and explain how to apply these principles to manage patients with protected characteristics and work within the dental team (noting that this legislation may differ in England, Scotland, Wales and Northern Ireland)
P 1.4	Explain cultural competence and its relevance in assessing the needs and planning care for patients from diverse backgrounds
P 1.5	Describe the GDC's expectations and requirements as set out in regulations and guidance and other relevant laws, ethical guidance and systems (In addition to the above legal frameworks)
P 1.6	Explain the importance of having appropriate indemnity arrangements in place for both the professional and patient
P 1.7	Explain the importance of candour and effective communication with patients when things go wrong or when dealing with a complaint.
P 1.8	Explain how and where to report any patient safety issues which arise
P 1.9	Explain the responsibilities of, and how to, raise concerns about your own or others' health, behaviour or professional performance as described in GDC guidance.
P 1.10	Explain the attributes of professional attitudes and behaviour in all environments and media, including interaction with social media
P 1.11	Explain the procedures for good complaints handling
P 1.12	Describe the responsibility that dental laboratories and individual practitioners have in compliance with legal and regulatory frameworks

Leadership

The following are requirements for a safe practitioner:

- Where appropriate lead, manage and take professional responsibility for the actions of colleagues and other members of the team involved in patient care.

Learning outcomes

P 2.1	Describe the differences between management and leadership
P 2.2	Describe own management and leadership role and the range of skills and knowledge required to do this effectively
P 2.3	Describe how to take responsibility for the quality of services and devices provided to the patient

Social accountability

Behaviours
The following are requirements for a safe practitioner:

- Contribute positively to the healthcare communities of which they are a part of.

Learning Outcomes

P 3.1	Discuss the basic principles of a population health approach including demographic and social trends, UK and international oral health trends, determinants of health and inequalities in health, and the ways in which these are measured and current patterns
P 3.2	Describe the dental and wider healthcare systems dental professionals work within including local and national health policy and organisation, delivery of healthcare and equity
P 3.3	Describe and evaluate the role of health promotion in terms of the changing environment, community and individual behaviours to deliver health gain
P 3.4	Evaluate evidence-based prevention at a community / population level
P 3.5	Explain the principles of planning oral health care for communities to meet needs and demands
P 3.6	Describe the principles and limitations of the currently available options for funding of dental healthcare provision for individual patients
P 3.7	Discuss the ethical challenges associated with providing patient care within the current dental healthcare systems
P 3.8	Describe the considerations of the management of resources in provision of care decisions including appropriate use of primary and secondary care networks
P 3.9	Describe the importance of collaboration across the health and social care sector for the benefit of communities and individual patients
P3.10	Describe and where appropriate support patients to negotiate the barriers and challenges which prevent sections of the population accessing oral healthcare, including patients from marginalised populations and patients and patients with protected characteristics
P 3.11	Describe the main principles relating to sustainable oral health care, and the challenges/barriers to implementing a sustainable approach.
P 3.12	Evaluate and apply the evidence base in relation to the environmental impacts of common treatment methods and approaches to the delivery of dental care

Domain D. Self-management

Description
Can self-manage, adapt, and respond to different situations using insight and reflection. Plans and manages their time and keeps up to date with continued learning and development.

The key areas for Self-management are:
- **Insight**
- **Reflection, continued and self-directed learning**
- **Adaptability, well-being and personal growth**
- **Organisation and time management**

Insight
Behaviours
The following are requirements for a safe practitioner:

- Accurately assess their own capabilities and limitations in the interest of high-quality patient care and seek advice from supervisors or colleagues where appropriate;
- Recognise personal assumptions, biases and prejudices and manage the impact of these on patient care and professional behaviour with colleagues, patients and wider society
- Recognise the impact of contextual factors on the health care environment and manage this professionally

Learning outcomes

S 1.1	Explain what is meant by the term insight in the context of professional practice
S 1.2	Explain why insight is important in ensuring safe and effective patient care, and to personal development

Reflection, continued and self-directed learning
Behaviours
The following are requirements for a safe practitioner:

- Demonstrate own professional responsibility in the development of self;
- Develop and maintain professional knowledge and competence;
- Demonstrate appropriate continuous improvement activities.

Learning outcomes

S 2.1	Explain the principles of an evidence-based approach and evaluate an evidence base
S 2.3	Describe an appropriate model for self-reflection and how this process can be used to inform personal development, viewpoint, preconceptions, bias and behaviour
S 2.4	Explain the importance of assessment, feedback, critical reflection, identification of learning needs and appraisal in personal development planning
S 2.5	Explain the importance of, and requirement for commitment to lifelong learning
S 2.6	Utilise the receipt of effective feedback in the professional development of self
S 2.7	Describe the principles of and demonstrate personal development planning, recording of evidence, and reflective practice

S 2.8	Evaluate the impact of new techniques and technologies as they relate to dental technology
S 2.9	Describe opportunities for improvement of a clinical service or to manage / mitigate risks

Adaptability, well-being and personal growth

Behaviours

The following are requirements for a safe practitioner:

- Demonstrate engagement with systems and personal strategies which promote and maintain well-being.

Learning outcomes

S 3.1	Describe ways of self-monitoring, self-care and routes of seeking appropriate advice in terms of personal wellbeing
S 3.2	Describe strategies to identify and manage the personal and emotional challenges of work, teamwork and workload
S 3.3	Describe strategies to identify and manage the personal and emotional challenges of uncertainty and change
S 3.4	Explain the role of coping strategies for 'real world' practice, such as reflection, self-acceptance, debriefing, handing over to another colleague, peer support and asking for help in responding to challenges and setbacks

Organisation and time management

Behaviours

The following are requirements for a safe practitioner:

- Effectively manage their own time and resources.