



COLLEGE OF
DENTAL TECHNICIANS
of BRITISH COLUMBIA

National Essential Competencies for Dental Technology Practice in Canada, 2019

The “***National Essential Competencies for Dental Technology Practice in Canada***” is a document that was developed and approved by members of the Canadian Alliance of Dental Technology Regulators (CADTR). The College of Dental Technicians of BC is a participating member of the CADTR.

The document contains a comprehensive list of the knowledge, skills, and abilities that may be expected of a registered/licenced dental technologist/technician currently practicing in Canada.

The practice of dental technology is a health-care profession, regulated independently by organizations authorized through statute in each Provincial or Territorial jurisdiction. CADTR acknowledges that the scope of practice, restricted activities, reserved acts, or authorized practice that a dental technician/ technologist may perform is subject to the legislation established in each jurisdiction.

At its meeting in June 2019, the Board of the College of Dental Technicians of BC formally approved the National Essential Competencies document for use by the College. This document will be used as the basis for determining an applicant’s entry-to-practice competence, as well as identifying standards for ongoing dental technology practice in British Columbia.

IMPORTANT NOTE:

Where differences exist between the National Essential Competencies document and the practice of dental technology as defined by a regulatory authority in any individual jurisdiction, the jurisdictional requirements or limitations take precedence.



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Core Competency Unit 1: Foundational Knowledge

RDTs apply knowledge of foundational sciences to their dental technology practice.

Competency	Performance Indicators
1.1 Demonstrate knowledge of biology and of head and neck anatomy related to dental technology practice.	<ul style="list-style-type: none"> a. Identify basic biological systems and their function relevant to dental technology. b. Identify the basic elements of human anatomy, physiology, and pathology relevant to dental technology. c. Identify the craniofacial anatomy to provide the working boundaries of dental prostheses and appliances.
1.2 Apply knowledge of oral structures, tooth morphology, and oral pathology to dental technology.	<ul style="list-style-type: none"> a. Define the structure and function of the teeth and supporting tissues, tooth arrangement, and tooth numbering systems. b. Identify occlusal interdigitations of teeth. c. Identify and demonstrate knowledge of aspects of occlusion and Angle's classification of occlusion. d. Recognize diseases and abnormalities that may impact dental health. e. Demonstrate an understanding of the impact of dental health and functionality on a patient's overall health. f. Apply knowledge of the mechanics and movement of the mandible and of the mechanical devices that simulate it.
1.3 Apply basic principles of physics and chemistry to the practice of dental technology.	<ul style="list-style-type: none"> a. Explain basic physics and chemistry principles as they relate to dental technology, including dental materials. b. Apply knowledge of force, heat, electricity, light, sound, chemical elements, mechanics, and other principles that are related to dental technology.
1.4 Apply foundational knowledge of materials commonly used in Canadian dental technology practice.	<ul style="list-style-type: none"> a. Identify the different classifications of materials used in the design, fabrication, and repair of dental prostheses and appliances. b. Demonstrate awareness of dental-materials and medical device restrictions under the regulatory authority of the Health Protection Branch of Health Canada. c. Summarize the characteristics and the physical and mechanical properties of dental materials. d. Select and utilize dental materials best suited for specific dental prostheses and appliances, considering the materials' characteristics and properties. e. Explain the effects of manipulation on different types of dental materials. f. Recognize and remedy possible defects which can result from the manipulation of dental materials.

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1.5 Apply basic mathematical principles to design and fabricate functional dental prostheses and appliances.	<ul style="list-style-type: none">a. Demonstrate knowledge of basic geometry in all aspects of design and fabrication.b. Perform accurate calculations and measurements, in accordance with manufacturer's instructions, to ensure precision of the dental prosthesis or appliance.
1.6 Demonstrate awareness of the common oral and maxillofacial-related prostheses and appliances.	<ul style="list-style-type: none">a. Recognize oral and maxillofacial health conditions and surgical procedures that necessitate the design and fabrication of various dental prostheses and appliances.b. Identify the basic steps in the design and fabrication of related prostheses and appliances for oral and maxillofacial treatment options.
1.7 Demonstrate knowledge of key design and fabrication principles and technical skills used in dental technology.	<ul style="list-style-type: none">a. Describe indications and contraindications for and limitations of dental prostheses and appliances.b. Identify different components of dental prostheses and appliances.c. Analyze the design, fabrication, and material requirements of functional dental prostheses and appliances.d. Demonstrate the manual dexterity and spatial perception required for handling dental technology instruments.e. Apply digital technology skills to support the design and fabrication of dental prostheses and appliances.f. Apply the principles of shade matching and colour measurement, and communicate colour parameters.

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Core Competency Unit 2: Environmental Safety and Use of Laboratory and Equipment

RDTs demonstrate the safe and competent use of laboratory equipment and dental materials to support a safe work environment and to protect the public.

Competency	Performance Indicators
2.1 Apply the principles of infection prevention and control relevant to the practice of dental technology.	<ul style="list-style-type: none"> a. Apply knowledge of pathogenic diseases and of microbiology in the transmission of disease related to the practice of dental technology. b. Follow laboratory infection-prevention and -control principles in accordance with provincial and federal regulations and manufacturers' requirements. c. Use the appropriate reprocessing procedures to clean and disinfect all instruments, equipment, and work surfaces. d. Follow Standard Precautions to reduce the risk of transmission of bloodborne diseases and other pathogens from both recognized and unrecognized sources.
2.2 Undertake activities that support safe use and handling of dental materials and reduce risk in the environment.	<ul style="list-style-type: none"> a. Identify and manage the potential dangers associated with the use of dental materials and bio-hazardous materials. b. Take necessary steps to reduce risk to self and others when handling all materials. c. Demonstrate knowledge of Workplace Hazardous Materials Information System (WHMIS) standards, including classifications, labelling of chemicals, and safety data sheets. d. Follow WHMIS standards when using chemicals and if a chemical incident occurs. e. Follow health and safety practices as they relate to dental technology. f. Follow manufacturers' instructions and demonstrate proper handling and storage of materials and solutions. g. Identify and act to reduce potential or real risks in the laboratory environment (e.g.: falls due to spills, injury due to faulty equipment, unsafe use of equipment, unsafe handling of bio-hazardous materials).
2.3 Use laboratory equipment safely and competently to ensure work efficiency and to reduce harm to self and others.	<ul style="list-style-type: none"> a. Identify potential or real risks and take the necessary steps to reduce risk to self and others when using laboratory equipment. b. Demonstrate safe and efficient operation of dental technology equipment. c. Follow manufacturers' instructions for the proper use and cleaning of equipment. d. Ensure routine inspection and maintenance is completed and documented. e. Recognize equipment breakdown and faulty operation, and take corrective actions. f. Demonstrates proficient use of the computer and related programs.

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Competency Unit 3: Design, Fabrication, and Repair of Dental Technology Prostheses and Appliances

RDTs apply their knowledge of foundational sciences and their professional judgment and skill in arts and technologies to design, fabricate, and repair full and partial dental prostheses and appliances, including orthodontics.

Competency	Performance Indicators
<p>3.1 Analyze the healthcare practitioner's prescription and patient's information to plan the design and materials selection for the fabrication of the dental prosthesis and/or appliance.</p>	<ul style="list-style-type: none"> a. Understand the clinical application of the prescription and recognize effects of any technical limitations on prescribed dental prosthesis and/or appliance. b. Identify and communicate any limitations and contraindications of the proposed treatment plan to the healthcare practitioner. c. Obtain clarification of the prescription and request additional information about the treatment plan, when needed. d. Ensure a final complete prescription is received from the responsible healthcare practitioner. e. Determine the appropriateness of the materials prescribed or selected. f. Verify the quality of the received impressions and models and the completeness and accuracy of supplemental documentation. g. Read provided radiographic images to identify the patient's anatomy for case planning; ensure accurate design of the dental prosthetic and appliance; and identify normal and abnormal presentations.
<p>3.2 Design various types of dental prostheses and appliances.</p>	<ul style="list-style-type: none"> a. Assess oral anatomy and structure from the model, cast, and radiographic images to ensure harmonized design in relationship the prescription. b. Apply knowledge of foundational sciences when designing dental prostheses and appliances. c. Identify tooth-preparation requirements for various types of dental prostheses and dental material requirements. d. Select various components of the dental prosthesis or appliance and choose materials appropriate to the design, prescription, and patient's anatomy.
<p>3.3 Fabricate and repair functional dental prostheses and appliances.</p>	<ul style="list-style-type: none"> a. Follow federal and provincial dental and health standards for materials and components used in the fabrication and repair of dental prostheses and appliances. b. Select the appropriate dental laboratory equipment and tools, considering relevant factors including, appliance components, materials, and procedures. c. Apply skill and judgment in the manipulation of the materials and when integrating the appliance components. d. Consider all relevant factors related to the fabrication to ensure full function of the prosthesis or appliance (e.g.: the materials, components, the prescription, design parameters, and spatial constraints). e. Create a prototype to ensure functionality of each dental prosthesis and appliance.
<p>3.4 Perform quality control prior to releasing a dental prosthesis or an appliance.</p>	<ul style="list-style-type: none"> a. Confirm the final dental prosthesis and/or appliance adheres to the prescription, both throughout the fabrication and prior to release. b. Identify any imperfections or deficiencies and make appropriate adjustments.

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Competency	Performance Indicators
	c. Clean and disinfect the dental prosthesis and/or appliance, and package for safe and secure transportation to and receipt by the client.
3.5 Modify and repair dental prostheses and appliances, considering relevant factors.	a. Identify and assess the existing prosthesis or appliance and determine the reason for the defect or breakage. b. Consider the compatibility of new materials with the existing materials, patient assessment data, and prosthesis or appliance history. c. Explain any limitations of the repair to the healthcare practitioner or patient. d. Ensure functionality of the repaired dental prosthesis or appliance. e. Clean and disinfect the device prior to packaging for delivery.

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Core Competency Unit 4: Accountability and Professionalism

RDTs demonstrate accountability and professionalism when working with colleagues, staff, clients, and patients.

Competency	Performance Indicators
4.1 Provide safe, ethical, and effective services.	<ul style="list-style-type: none"> a. Demonstrate ethical behaviours in accordance with the professional Code of Ethics. b. Reflect on their own actions and learn from their experiences and mistakes. c. Engage in continuing education or experiential learning activities to develop and maintain ongoing competence and to meet expectations for professional behaviours. d. Keep current with evolving technology and emerging trends in dental technology. e. Accept responsibilities and accountability for own actions and for the integrity of completed work. f. Make fair and balanced decisions.
4.2 Practice in accordance with applicable legislation, regulations, standards, and guidelines.	<ul style="list-style-type: none"> a. Keep current with the regulatory professional standards, regulations, and legislation. b. Collect, store, disclose, and destroy personal information in compliance with privacy and confidentiality legislation and organizational policies. c. Obtain healthcare practitioner or patient consent for collection, use, or disclosure of personal information. d. Maintain records according to provincial standards and organizational policies. e. Complete documentation according to provincial standards and organizational policies.
4.3 Demonstrate sustainable business practices that are socially responsible and environmentally friendly.	<ul style="list-style-type: none"> a. Demonstrate an awareness of the impact of sustainability on the health and well-being of self and others (public, patients, staff), and on the environment (e.g. reduce toxin emissions and waste). b. Describe and implement sustainable business practices within dental technology (e.g. recycling, energy conservation) .
4.4 Use effective communication skills.	<ul style="list-style-type: none"> a. Use appropriate dental terminology in communications with the healthcare team. b. Employ effective, respectful, and ethical communications. c. Demonstrate transparent communications. d. Enter timely, clear, accurate, and valid documentation in records. e. Demonstrate proficient oral and written English or French language skills.
4.5 Collaborate with the wider healthcare team and provide DT expertise to enhance continuity of care and patient outcomes.	<ul style="list-style-type: none"> a. Work effectively and respectfully with intra-professional and interprofessional practitioners. b. Recognize the impact of their behaviour on others. c. Listen to others and accept constructive feedback. d. Demonstrate knowledge of other health professions' scopes of practice, relevant to their own area of practice. e. Respect other health professionals' opinions and professional knowledge. f. Build rapport and trust within professional relationships. g. Support access to safe and competent dental technology practice. h. Demonstrate a willingness to give and receive feedback effectively and tactfully within the healthcare team.

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Competency	Performance Indicators
4.6 Apply critical-thinking skills and use professional judgment in all aspects of practice.	<ul style="list-style-type: none"><li data-bbox="997 245 2408 313">i. Establish and maintain professional networks with dental professionals, specialists, and other relevant individuals and organizations.<li data-bbox="997 318 2408 386">a. Consult with and/or refer to others when issue(s) and client or patient needs are beyond personal competence and/or professional scope of practice.<li data-bbox="997 391 2408 423">b. Demonstrate awareness of potential problems and consider options for different course(s) of action.<li data-bbox="997 428 2408 461">c. Critically evaluate every situation and make decisions based on sound reasoning and evidence-based practice.<li data-bbox="997 466 2408 492">d. Integrate pertinent theoretical knowledge, experience, and collected data to justify and/or modify services.

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Functional Competency Unit 5: Patient Care

RDTs who interact with patients provide competent patientcare services, within their legislated scope of practice and meeting all regulatory requirements, under the direction of an authorized dental professional.

Competency	Performance Indicators
5.1 Engage the patient in the informed consent process.	<ul style="list-style-type: none"> a. Understand the ethical and legal obligations pertaining to patient contact. b. Explain the purpose, benefits, and possible risks of the procedure prior to undertaking any action or activity. c. Confirm the patient’s understanding and willingness to proceed before initiating the proposed service.
5.2 Apply cultural competence to practice when providing services to patients.	<ul style="list-style-type: none"> a. Demonstrate a commitment to provide services to and understand demographics and cultural differences within the entire patient population. b. Recognize and respect cultural perspectives and differences.
5.3 Collect and document relevant information to inform the design and to assist with treatment planning.	<ul style="list-style-type: none"> a. Collect information from the patient and other appropriate sources related to current and prior medical and dental-health history, including current medication use. b. Take intraoral and extraoral photographs of the patient and any existing dental prosthesis and appliances to support the design and fabrication or repair of the dental prosthesis or appliance. c. Record all medical, dental, and supporting information according to provincial standards and organizational policies. d. Conduct intraoral and extraoral visual assessments of anatomical structures and take appropriate actions if any concerns are identified.
5.4 Perform clinical laboratory procedures in a competent manner.	<ul style="list-style-type: none"> a. Demonstrate skill in taking preliminary dental impressions to ensure accurate dental cast. b. Perform shade matching and record the selected shade to ensure aesthetically pleasing results. c. Determine a preliminary fit of prostheses and maxillofacial appliances and make any necessary adjustments to ensure functional results.
5.5 Design and manage patientcare area to ensure dental environment is safe, efficient, and accessible.	<ul style="list-style-type: none"> a. Follow regulatory standards related to establishing and maintaining patient-care areas. b. Exercise appropriate sterilization and disinfection protocols for all instruments used for patient care, in accordance with regulatory and manufacturers’ guidelines. c. Comply with accessibility legislation and regulations.

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Functional Competency Unit 6: Leadership, Business Management, and Administration

RDTs who supervise or manage others have additional responsibilities to ensure safe, ethical, and competent services are provided.

Competency	Performance Indicators
6.1 Demonstrate leadership skills to support the safe, efficient, and ethical delivery of dental technology services.	<ul style="list-style-type: none"> a. Provide required supervision (direct and indirect) of employees to ensure quality, safety, and adequacy of the final prosthesis or appliance. b. Recognize the need for mentoring and coaching employees. c. Take organizational culture and behaviours into consideration when managing work. d. Demonstrate an appreciation for team-member involvement and the value and skills of each team member. e. Recognize own limitations and seek support and assistance when needed. f. Recognize limitations of others and provide support when needed.
6.2 Demonstrate accountability for all work performed within the dental technology practice when supervising others.	<ul style="list-style-type: none"> a. Ensure the dental prostheses or appliances meet the prescription requirements and professional standards. b. Review material documentation to confirm compatibility and to ensure materials used meet required regulations. c. Maintain records to track material use and case parameters. d. Measure and monitor productivity to support efficient services.
6.3 Manage the process of outsourcing work associated with the design and fabrication of dental prostheses and appliances.	<ul style="list-style-type: none"> a. Ensure that outsourcing activities are consistent with regulatory requirements. b. Take all reasonable steps to ensure the competence of any third party engaged in design and fabrication processes. c. Provide accurate and detailed copies of records to third parties to communicate the design and material requirements. d. Maintain audit trail of records provided to ensure historical recall and traceability.
6.4 Comply with documentation standards and legal requirements for the maintenance of case files and business files.	<ul style="list-style-type: none"> a. Understand and follow the legal requirements of a Health Information Custodian or the person responsible for records containing personal information. b. Ensure computer systems meet legislated security, privacy, and confidentiality requirements and professional standards of practice. c. Ensure safe and secure storage and destruction of personal information. d. Maintain case files and business records according to provincial legislation, regulations, and standards of practice.
6.5 Manage or lead human resource activities, adhering to applicable legislation and regulations.	<ul style="list-style-type: none"> a. Assign responsibilities to staff and team members according to professional scope of practice and individual levels of competence. b. Demonstrate awareness of provincial mandatory reporting obligations. c. Take the required steps to manage and report incompetent, unethical, and unsafe practice. d. Provide necessary training and professional growth opportunities to support the continuing competence of staff. e. Provide regular formative feedback to staff and others. f. Demonstrate conflict resolution skills to effectively manage conflict or disagreement with others.

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	<ul style="list-style-type: none">g. Conduct performance reviews of staff that include the provision of constructive feedback and identify required remediation.h. Respect the cultural needs of staff and team members.
6.6 Manage business operations in a legal and ethical manner.	<ul style="list-style-type: none">a. Adhere to advertising legislation and regulations.b. Establish and maintain fee and billing policies and practices that comply with regulatory legislation.c. Ensure the laboratory environment meets accessibility legislation, if appropriate.d. Maintain business records according to applicable legislation.

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Functional Competency Unit 7: Oral and Maxillofacial Surgery and Complex Orthodontics

RDTs who practice in the area of fabricating appliances for complex orthodontic and oral and maxillofacial surgery patients obtain and maintain additional knowledge, skill, and judgment.

Competency	Performance Indicators
7.1 Demonstrate advanced knowledge and technical skills when designing and fabricating complex orthodontic appliances, oral and maxillofacial prostheses, templates, and guides.	<ul style="list-style-type: none">a. Demonstrate an in-depth knowledge of anatomy as it relates to oral and maxillofacial surgeries and appliance needs.b. Understand the objectives of common oral and maxillofacial surgeries.c. Demonstrate advanced technical skills in design and fabrication.d. Understand the physics associated with tooth movement and law of anchorage, as related to treatment planning.e. Consider the individual case, purpose of the treatment, and patient needs and wants.f. Apply knowledge of the physiology of the dentation and related structures to the design of the device.g. Explain the findings, treatment options, and likely outcomes of the fabrication.h. Analyze the case needs and determine the best course of action that aligns with the treatment plan.
7.2 Work in collaboration with the oral surgeon and the dental team to support the fabrication of the template or guide that meets the needs of the patient and surgeon.	<ul style="list-style-type: none">a. Provide expertise to support the design and fabrication of oral and maxillofacial templates and guides.b. Recommend adjustments based on findings from the initial review and experience with evidence-based practice.c. Seek consultation when required knowledge and skill is beyond personal competence.

Glossary

Accessibility

Accessibility is the design of products, devices, services, or environments for people with disabilities. The concept of accessible design and practice of accessible development ensures both "direct access" (i.e. unassisted) and "indirect access" meaning compatibility with a person's assistive technology. Accessibility can be viewed as the "ability to access" and benefit from some system or entity. The concept focuses on enabling access for people with disabilities, or special needs, or enabling access through the use of assistive technology; however, research and development in accessibility brings benefits to everyone.¹

Angle's classification

In the early 1900s, Edward H. Angle classified occlusions using the relationship between the first molars of both arches as the key factor in determining occlusions. There are three classes according to Angle's classification.²

Appliance

Dental appliance includes dental, orthodontic appliances and sleep appliances.³

Audit trail

A record which traces the detailed transactions relating to services rendered or outsourced; and the specific details of the products, components, and materials used in the dental prostheses or appliance fabrication and/or repair process.

Bloodborne diseases and pathogens

Dental technology/technicians and other dental laboratory workers can be exposed to blood through sharps injuries, mucous membrane, and skin exposures. The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV).⁴

Case files

Documentation related to a specific case including but not limited to the client's information, prescription, relevant patient information and history, and a record of services rendered.

Cast

A replica of teeth and adjoining tissues created digitally or by a casting process (e.g., plaster into an impression). "Model" is another term used for such a replica.⁵

Competence

A competent individual possesses the required knowledge, skill, and judgement to function efficiently, safely, and ethically, which meets or exceeds the minimum expectation of the profession.

¹ Federal Communications Commission. FCC on Telecommunications Accessibility for the Disabled. 1999; EPF507.

² Angle, E. H.: Classification of malocclusion. *Dental Cosmos*, 1899, 41:248-264,350-357.

³ American Dental Association. *Glossary of Dental Clinical and Administrative Terms*. Retrieved on December 12, 2018, at <https://www.ada.org/en/publications/cdt/glossary-of-dental-clinical-and-administrative-terms>

⁴ Center for Disease Control and Prevention. Retrieved on January 6, 2019, at <https://www.cdc.gov/niosh/topics/bbp/>

⁵ American Dental Association. *Glossary of Dental Clinical and Administrative Terms*. Retrieved on December 12, 2018, at <https://www.ada.org/en/publications/cdt/glossary-of-dental-clinical-and-administrative-terms>

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Competencies

Competencies are specific, measurable behaviours that demonstrate a professional has the knowledge, skills, judgment, attitudes, and abilities required to perform work roles or occupational functions successfully. Competencies provide a structure that helps individuals, educators, regulators, and employers to identify, evaluate, and develop the behaviours that ensure safe, competent, ethical practice.

Complex Orthodontics

Orthodontics is a special discipline dedicated to the investigation and practice of moving teeth through the bone. Complex implies an advanced level of knowledge, skill, and judgement. Complex orthodontics is beyond entry-level practice.

Core competencies

Core competencies are those demonstrated by all competent and ethical practitioners, no matter their areas of practice, years of experience, or roles.⁶

Cultural competence

Culture is a blend of human behavioural patterns that includes language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. “*Cultural competence*” is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. Competence as used in the term “cultural competence” implies that an individual or organization has the capacity to function effectively within the context of the cultural beliefs, behaviours, and needs presented by consumers and their communities.⁷

Dental prosthesis

Any device or appliance replacing one or more missing teeth and/or, if required, associated structures. This is a broad term which includes abutment crowns and abutment inlays/onlays, bridges, dentures, obturators, and gingival prostheses.⁸

Full function

Full function prostheses are used to rehabilitate occlusal function (mastication), improve aesthetics, and aid speech.

Functional competencies

Functional competencies are role specific and include the knowledge, skill, and judgement required to perform a specific role or job. They define the required behaviours to work in a specific area of practice.⁹

⁶ Lenburg, C., et al. The COPA Model: A Comprehensive Framework Designed to Promote Quality Care and Competence for Patient Safety. *Nursing Ed. Perspectives*, 2009, 30(5):312-317.

⁷ U.S. Department of Health and Human Services, Office of Minority Health (HHS). *What is Cultural Competency?* Retrieved on December 12, 2018, at <https://www.cdc.gov/nchhstp/socialdeterminants/definitions.html>

⁸ American Dental Association. *Glossary of Dental Clinical and Administrative Terms*. Retrieved on December 12, 2018, at <https://www.ada.org/en/publications/cdt/glossary-of-dental-clinical-and-administrative-terms>

⁹ University of Baltimore. *Guide for Writing Functional Competencies*. 2005. Retrieved on December 1, 2018, at [https://home.ubalt.edu/tmitch/651/PDF articles/Guide for Writing Functional Competencies \(Annotated\).pdf](https://home.ubalt.edu/tmitch/651/PDF%20articles/Guide%20for%20Writing%20Functional%20Competencies%20(Annotated).pdf)

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Health Information Custodian

A Health Information Custodian (HIC) is the primary entity who is responsible for the secure collection, use, disclosure and disposal of personal health information. A HIC is generally the institution, facility, or member of a regulated health profession.

Healthcare practitioner

Healthcare practitioner includes members of the dental healthcare team (e.g. dentist or denturist) and other healthcare professionals including the patient's medical physician or surgeon.

Informed consent

The process of securing agreement from the patient for assessment, treatment, or other healthcare intervention only after they have been fully informed of the nature, benefits, material risks and side-effects, and the likely consequence of not having the assessment, treatment, or intervention. During the informed consent process, the patient is given the opportunity to ask questions and fully understand the information presented. Informed consent means that the dental technologists/technician has given information to a patient related to the proposed treatment or actions of the dental technologists/technician that a reasonable person would need to make the decision and has answered any relevant questions that the person asks. The patient may give consent orally, in writing, or by implication.

Interdigitations

The mutual interlocking of teeth. The cusp-to-fossa relationship of the maxillary and mandibular posterior teeth to each other. The interlocking or fitting together of the cusps of opposing teeth.¹⁰

Model (see "cast")

Oral and maxillofacial surgery and treatment

Surgical and adjunctive treatment of diseases, injuries, deformities, defects and esthetic aspects of the oral and maxillofacial regions.¹¹

Performance indicator

Performance indicators are statements that describe professional behaviours, which are used as a basis for judging competency and/or for distinguishing competent from incompetent performance.¹²

Preliminary fit

Fitting of the dental prosthesis or appliance during the period of fabrication, in order to check and adjust its fit, function and its aesthetic qualities.

Prototype

A three-dimensional (3D) model of a part or product.

¹⁰ Retrieved on January 7, 2019 at <https://medical-dictionary.thefreedictionary.com/intercuspatation>

¹¹ American Dental Association. *Glossary of Dental Clinical and Administrative Terms*. Retrieved on December 12, 2018, at <https://www.ada.org/en/publications/cdt/glossary-of-dental-clinical-and-administrative-terms>

¹² Lane, Dorothy S. *et al.* Defining Competencies and Performance Indicators for Physicians in Medical Management. *American Journal of Preventive Medicine*, 1998, 14(3): 229-236.

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Standard Precautions

Standard Precautions are the minimum infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status of the patient, in any setting where health care is delivered.¹³ These practices are designed to both protect DHCP and prevent DHCP from spreading infections among patients. Standard Precautions include

1. Hand hygiene.
2. Use of personal protective equipment (e.g., gloves, masks, eyewear).
3. Respiratory hygiene/cough etiquette.
4. Sharps safety (engineering and work practice controls).
5. Safe injection practices (i.e., aseptic technique for parenteral medications).
6. Sterile instruments and devices.
7. Clean and disinfected environmental surfaces.

Sustainable business practices

The degree to which a process or enterprise can be maintained or continued while avoiding the long-term depletion of natural resources.¹⁴

¹³ Center for Disease Control and Prevention. Retrieved on January 6, 2019, at <https://www.cdc.gov/oralhealth/infectioncontrol/summary-infection-prevention-practices/standard-precautions.html>

¹⁴ World Dental Federation. Sustainability in Dentistry. Retrieved on December 12, 2018, at <https://www.fdiworld dental.org/resources/policy-statements-and-resolutions/sustainability-in-dentistry>