

# COURSE HANDBOOK



**MENZIES**  
INSTITUTE OF TECHNOLOGY

**HLT35021 CERTIFICATE III IN DENTAL ASSISTING**  
**DELIVERY MODE: CLASSROOM BLENDED**

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## 1. Packaging Rules

<b>Packaging Rules</b>	<p><b>Packaging Rules</b>            10 units of competency are required for award of this qualification including:            - 8 core units            - 2 elective units from the list of electives on  <a href="https://training.gov.au/Training/Details/HLT35021">https://training.gov.au/Training/Details/HLT35021</a>,</p> <p>All electives chosen must contribute to a valid, industry-supported vocational outcome.</p> <p>For more information on the packaging rules, please visit  <a href="https://training.gov.au/Training/Details/HLT35021">https://training.gov.au/Training/Details/HLT35021</a></p>				
<b>Units of Competency</b>	<p>Consistent with the qualification packaging rules, the units listed below are delivered for this qualification. The choices of elective units are based on conversations with employers and/or industry consultants regarding skills gaps or areas of increased pressure on service delivery.</p>				
	<b>Phase</b>	<b>Order of Delivery</b>	<b>Unit Code</b>	<b>Unit Title</b>	<b>Core (C) Elective (E)</b>
Introduction to working in dental industry	1	CHCCOM005	Communicate and work in health or community services	C	
	2	CHCDIV001	Work with diverse people	C	
Basic skills in the dental clinic	3	HLTINF006	Apply basic principles and practices of infection prevention and control	C	
	4	HLTINF002	Process reusable medical devices and equipment	C	
	5	HLTWHS001	Participate in workplace health and safety	C	
Being operational in the dental clinic with	6	HLTDEN015	Prepare for and assist with dental procedures	C	

	patients and dentist	7	HLTDEN016	Assist with dental radiography	C
		8	HLTDEN017	Assist with administration in dental practice	C
	Additional Skill Set for Dental Assistants	9	HLTDET005	Construct thermoformed bases and appliances	E
	First Aid	10	HLTAID011	Provide First Aid	E
No prerequisite and/or corequisite units in this qualification.					

## 2. Educational Pathways

<b>Pathways into the qualification</b>	N/A
<b>Pathways from the qualification</b>	Students may be able to choose further pathways into Certificate IV in Dental Assisting or other related dental assisting fields.
<b>Employment Pathways</b>	<p>Graduates may find employment in dental Industry as a:</p> <ul style="list-style-type: none"> <li>Dental assistant / Dental Nurse</li> </ul> <p>*It is not, however, intended to indicate that an individual will gain immediate employment on completion of this qualification.</p>

## 3. Learner Characteristics

<b>Key characteristics of target learner cohort</b>	<p>The key characteristics of target learner cohort are:</p> <p>Individuals who have little or no prior knowledge or experience in this industry and are:</p> <ul style="list-style-type: none"> <li>planning to pursue a career specific to the dental sector and gain a qualification;</li> <li>able to attend regular face-to-face classes</li> <li>Individual who are 18 years or older</li> </ul>
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## 4. RTO's admission requirements

The HLT35021 Certificate III in Dental Assisting allows direct entry into this qualification at the time of publication in training.gov.au. However, the RTO requires candidates to meet its admission requirements prior to enrolling into this qualification to ensure that they have the required skills and knowledge to successfully complete the qualification at this AQF level. This consists of:

<b>Domestic Students</b>	<ul style="list-style-type: none"> <li>▪ Minimum age of 18 years and above</li> <li>▪ Satisfactory completion of the equivalent of Australian Year 11 or higher</li> <li>▪ Have physical attributes suitable for placement in the dental industry that encompasses manual handling of equipment and clients (i.e. to assist a patient in transferring themselves to and from a dental chair)</li> </ul> <p>Additionally, the learner is required to:</p> <ul style="list-style-type: none"> <li>▪ Complete the Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience.</li> <li>▪ Complete the Language, Literacy and Numeracy (LLN) test</li> </ul> <p>If the learner has done the Pre-Training Review and LLN assessment previously at Menzies Institute of Technology for a previous qualification in the same stream enrolment then it is not required.</p> <p>The learner must also provide prior to commencement of Work Placement allocation for the following:</p> <ul style="list-style-type: none"> <li>• Provide proof of up to date immunisation.</li> <li>• Provide a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC.</li> <li>• Provide a Working with Children Check.</li> </ul>																								
<b>International Students</b>	<ul style="list-style-type: none"> <li>▪ Minimum age of 18 years and above</li> <li>▪ Satisfactory completion of the equivalent of Australian Year 11 or higher</li> <li>▪ Have physical attributes suitable for placement in the dental industry that encompasses manual handling of equipment and clients (i.e. to assist a patient in transferring themselves to and from a dental chair)</li> <li>▪ English Language Requirements</li> </ul> <p><b>1.</b></p> <table border="1" data-bbox="352 1249 1497 1469"> <thead> <tr> <th>IELTS (General or Academic) overall</th> <th>PTE Academic</th> <th>TOEFL PB</th> <th>TOEFL IBT</th> <th>CAE Scale</th> <th>ELICOS (General English)</th> </tr> </thead> <tbody> <tr> <td>5.5</td> <td>46</td> <td>506</td> <td>62</td> <td>162</td> <td>n/a</td> </tr> <tr> <td>5.0</td> <td>38</td> <td>478</td> <td>51</td> <td>154</td> <td>+ 15 weeks</td> </tr> <tr> <td>4.5</td> <td>30</td> <td>450</td> <td>40</td> <td>146</td> <td>+ 30 weeks</td> </tr> </tbody> </table> <p><b>Note: Results older than two years are not acceptable (for offshore applicants)</b></p> <p><b>OR</b></p> <p>2. Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States</p> <p><b>OR</b></p> <p>3. Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a Certificate III or higher level qualification, from the Australian Qualifications Framework.</p> <p><b>OR</b></p> <p>4. Applicants originating from students visa assessment levels 1 and 2 countries without the required IELTS or equivalent score must undertake the Language, Literacy and Numeracy (LLN) test. For further information on student visa assessment levels visit Department of Home Affairs' website at <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>.</p>	IELTS (General or Academic) overall	PTE Academic	TOEFL PB	TOEFL IBT	CAE Scale	ELICOS (General English)	5.5	46	506	62	162	n/a	5.0	38	478	51	154	+ 15 weeks	4.5	30	450	40	146	+ 30 weeks
IELTS (General or Academic) overall	PTE Academic	TOEFL PB	TOEFL IBT	CAE Scale	ELICOS (General English)																				
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	<p>Additionally, the learner is required to:</p> <p><u>Onshore International Students</u></p> <ul style="list-style-type: none"> <li>○ Complete the Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience.</li> </ul> <p><u>Offshore International Students</u></p> <ul style="list-style-type: none"> <li>○ Complete the Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience. This will be conducted either via video call (e.g. Skype) or phone call to the prospective learner.</li> </ul> <p>If the learner has done the Pre-Training Review and LLN assessment previously at Menzies Institute of Technology for a previous qualification in the same stream enrolment then it is not required.</p> <p>The learner must also provide prior to commencement of Work Placement allocation for the following:</p> <ul style="list-style-type: none"> <li>● Provide proof of up to date immunisation.</li> <li>● Provide a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC.</li> <li>● Provide a Working with Children Check.</li> </ul>
<b>Other Conditions</b>	<ul style="list-style-type: none"> <li>○ Complete the Language, Literacy and Numeracy (LLN) test prior to the commencement of the course</li> <li>○ Students required to invest approximately 4 hours per week of self-directed learning to complete self-study and theoretical assessments during the training weeks and does not include during term breaks or work placement period.</li> </ul>

## 5. Training/Delivery Arrangements and Strategies

<b>Delivery Location</b>	Melbourne, Victoria.	
	<b>Location</b>	<b>Student Capacity</b>
	Level 4, 355 Spencer Street West Melbourne 3003 – Training sessions and Simulation Dental Clinic practical laboratory (Primary site)	400
	This course will only be delivered and assessed in Victoria and not offered for interstate students.	
<b>Delivery Mode</b>	Classroom Blended including classroom sessions, self-study and theory assessments at home and simulated workplace environment.	
<b>Training support after the classroom training sessions</b>	<ul style="list-style-type: none"> <li>● Training support is provided following the training session; or</li> <li>● Learners may make individual appointments for training support if required.</li> <li>● Training support can be provided via face-to-face, phone, skype or email.</li> <li>●</li> </ul>	
<b>Individual Learning &amp; Reflection / Self-paced</b>	<ul style="list-style-type: none"> <li>● All the student receives Canvas LMS login so they can refer to a range of videos, links, interactive training materials, E-Books in their own time.</li> </ul>	

	<ul style="list-style-type: none"> <li>Trainer will provide quizzes to the students to complete in their own time and discuss the quizzes in the next session/s. These quizzes are not recorded and main purpose is to prompt student on self-paced learning. Please refer the session plan for the further information.</li> <li>Completion of self-study will be checked by the trainer to guide student's progress in the unit but not recorded. Trainers will ask students questions related to their self-study each week to make sure that students have gained the knowledge related to the quiz.</li> </ul>
<b>Assessment</b>	<ul style="list-style-type: none"> <li>Some assessment tasks need to be completed outside the classroom environment especially theory assessments.</li> </ul>

## 6. Course Duration

<b>Course Duration</b>	<p>Full time: over a period of 36 weeks</p> <ul style="list-style-type: none"> <li>36 weeks of delivery is inclusive of 8 weeks of Work Place Professional Experience Placement and 4 weeks of holiday breaks.</li> <li>Supervised Classroom Sessions of 20 hours per week on campus.</li> <li>350 hours of dental assisting work that involves: <ul style="list-style-type: none"> <li>300 hours in a real dental clinic workplace as Work Place Professional Experience Placement (37.5 hours per week for 8 weeks)</li> <li>50 hours in a simulated dental clinic workplace environment at the Menzies Campus (allocated during the delivery weeks)</li> </ul> </li> <li>Additional Training Support hours including any learning assistance provided to students after the classroom sessions or on additional request by learners outside of supervised classroom session hours either via face-to-face or phone, skype or email to support learners to undertake their individual self-learning activities and assessments outside of classroom hours.</li> <li>Completion of Individual Learning and Reflection/Self-Paced learning hours are not monitored by the Trainers/Assessors and form part of "unsupervised hours". Trainers will ask students questions related to their Individual Learning after each week's class session to ensure and verify that students have gained the knowledge related to the quizzes.</li> </ul> <p>Note: No classes on public holidays. If any class days fall on a public holiday then the session will be allocated to another day in that week so that the amount of training supervised hours are consistent regardless of public holiday</p> <p>Refer to the Delivery Structure and Delivery Hours table below for the breakdown of delivery hours.</p>
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## 7. Delivery Details/Strategies

<b>Delivery methods</b>	<p>The range of delivery methods may include, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• lectures / Instructions</li> <li>• pre-reading</li> <li>• work placement observation and guidance</li> <li>• workplace simulated practical demonstration and activities</li> <li>• demonstrations and modelling</li> <li>• practice opportunities</li> <li>• brainstorming activities</li> <li>• group discussions</li> </ul>
<b>Delivery Structure</b>	<ul style="list-style-type: none"> <li>• Delivery structure is comprised of classroom training sessions, training support, learning activities, work placement, self-paced (to allow the learners to absorb and reflect on their learning and to engender deep rather than surface learning)</li> <li>• The unit of competency will be delivered and assessed as stand-alone units (i.e. no clustering of units)</li> </ul>
<b>Units of Competency</b>	<ul style="list-style-type: none"> <li>• All units to be delivered and assessed are listed in Section 19 - Training and Delivery Structure.</li> </ul>

## 8. Assessment Details and Arrangements

The assessment details and arrangements explain the assessment strategies to be employed. For further information on protocols and policies on assessments and re-assessments, please refer to the MITP13 Assessment and Reassessment Policy and Procedure.

<b>Assessments</b>	<ul style="list-style-type: none"> <li>• Theory Assessment Tasks will be completed by the students outside the Menzies Campus and on the student's own time as unsupervised hours. All Simulated Practical assessment tasks will be conducted and completed on Menzies Campus at Menzies Dental School as supervised hours.</li> <li>• Work Placement Experience Assessments are completed by the student during their allocated Work Placement Experience Hours which are supervised hours.</li> </ul> <p>Note: Please refer to the Individual Assessment Task information for Students and Assessor for the further information.</p> <ul style="list-style-type: none"> <li>• Assessments will address: <ul style="list-style-type: none"> <li>• Application of the Unit statement</li> <li>• Elements</li> <li>• Performance Criteria</li> <li>• Performance Evidence</li> <li>• Assessment Conditions</li> <li>• Knowledge Evidence</li> <li>• Foundation Skills</li> <li>• Dimensions of competency</li> </ul> </li> <li>• Where a learner's work is assessed to be 'not satisfactory', the learner will be provided with additional support, coaching or tutoring and the opportunity to re-submit the work.</li> <li>• Specific assessment conditions relevant to each unit are detailed in the Assessment Tasks information for Students and Assessors.</li> <li>• Learners are provided with Assessment Task and instructions as to how the assessment will be conducted and by whom.</li> </ul>
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	<ul style="list-style-type: none"> <li>Assessors have flexibility (according to the requirements of the Training Package, including the Performance Evidence and Assessment Conditions for each unit of competency) to accept other forms of evidence from individual learners (e.g. oral questioning, observations).</li> <li>All assessment will be conducted in accordance with the Training Package requirements, Principles of Assessment and Rules of Evidence (<a href="https://www.asqa.gov.au/standards/training-assessment/clauses-1.8-to-1.12">https://www.asqa.gov.au/standards/training-assessment/clauses-1.8-to-1.12</a>)</li> </ul> <p>Assessment methods to be used for each unit of competency are outlined in Section 13 – Assessment Methods Matrix below.</p>
<b>Establish the Assessment Context</b>	<p>The assessor establishes the context and purpose of the assessment by identifying the relevant competency standards, assessment guidelines and identifies the training and assessment materials that have been developed to facilitate the learning and assessment process. It is, therefore, important to establish some of the most common assessment contexts, such as:</p> <ul style="list-style-type: none"> <li>The environment in which the assessment will be carried out, including real or simulated work and Work Health and Safety (WHS) issues</li> <li>Opportunities for gathering evidence in several situations</li> <li>The purpose of assessment</li> <li>Who carries out the assessment</li> <li>The period during which the assessment takes place</li> <li>Apportioned costs or fees (if applicable)</li> <li>Ensuring that regardless of location or modality, the assessment would be consistent</li> </ul>
<b>Submission of Assessments and Feedback</b>	<ul style="list-style-type: none"> <li>Schedule of submission of assessments are usually indicated on the timetables/unit outline. Adjustments can be made on discretion of the trainer/assessor.</li> <li>Learners must submit all Theory Assessments via physical copy to the Trainer. All Simulation Practical Assessments are observed by the Assessor directly and completed on paper. All Work Placement Assessment Tasks are to be completed on paper by Learners and submitted to the Assessor and Assessors complete their observation notes for assessment tasks on paper.</li> <li>Completed and submitted work will be assessed within fifteen (15) working days from the date of submission by the Assessor.</li> <li>Feedback is provided to the learner as soon as practicable.</li> </ul>
<b>Marking and Recording of Assessments</b>	<ol style="list-style-type: none"> <li>The Trainer/Assessor must: <ul style="list-style-type: none"> <li>Record the assessment outcomes for each completed assessment task and mark either 'Satisfactory' or 'Not Satisfactory'.</li> <li>On completion of all assessment tasks, the overall assessment decision is to be recorded as either 'Competent' or 'Not Yet Competent'.</li> <li>Submit evidence of student's assessments and outcome records on a Student Unit Competency File.</li> </ul> </li> <li>The Student Administration Department must: <ul style="list-style-type: none"> <li>Record the results into the Student Management System</li> <li>File the original assessments into the Student Unit Competency File.</li> <li>Store in the designated secure and locked location of the Student Unit Competency File for evidence keeping.</li> </ul> </li> </ol>

## 9. Assessment Requirements

<b>Requirements for assessments</b>	<ul style="list-style-type: none"> <li>The assessment pack for each unit of competency specifies the method of assessment to be undertaken by the learner.</li> <li>Assessment Instructions for each assessment task and activities are clear such as - what to expect, when, how, where, etc.</li> <li>Templates are provided, if required, with each skill test/ assessment task.</li> <li>Performance criteria is provided to each skill test/ assessment task but not directly copied from TGA.</li> <li>Benchmarks are set, detailed and clearly set out on the assessor resources (marking guide consist of all expected accurate or variable response that is 'nearly', ' closely' or 'exactly' expected for the task)</li> <li>Evidence requirements in the marking guide are measurable.</li> <li>The instructions provided to the learner ensure that the learner cannot misinterpret the requirements and provide alternative evidence.</li> <li>The assessments are mapped against the unit requirements for the units in the qualification and are indicated in the mapping document of each unit.</li> <li>Assessment Conditions are specified in the assessment tasks.</li> <li>Foundation skills are addressed and mapped adequately in the mapping document.</li> <li>Trainer/Assessor's feedback are recorded to inform learners on the outcomes of each assessment they undertake.</li> <li>Cumulative assessment records are kept to monitor learner progression.</li> </ul>
<b>Assessment Tools</b>	<p>RTO has assessment tools developed for each unit of competency. An assessment tool includes the following components:</p> <ul style="list-style-type: none"> <li>Assessment type and assessment task description</li> <li>The context and conditions for the assessment</li> <li>Resubmissions and reattempts</li> <li>Location (where assessment is conducted)</li> <li>The tasks to be administered to the candidate</li> <li>Information regarding how trainers/assessors will assess the work</li> <li>An outline of the evidence to be gathered from the candidate and the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).</li> <li>The relevant administration, recording and reporting requirements.</li> </ul> <p>Refer to Section 13 - Assessment Methods Matrix below that indicates the available assessment tools for this qualification.</p>

## 10. Assessment Methods Matrix

Unit Code	Unit Name	Written Test	Simulated Tasks	Workplace Observation	Workplace Tasks	Case study	Project
CHCCOM005	Communicate and work in health or community services	X	X	X	X		X
CHCDIV001	Work with diverse people	X	X	X	X		X
HLTINF006	Apply basic principles and practices of infection prevention and control	X	X	X	X		X
HLTINF002	Process reusable medical devices and equipment	X	X	X	X		X

HLTWHS001	Participate in workplace health and safety	X	X	X	X		
HLTDEN015	Prepare for and assist with dental procedures	X	X	X	X		X
HLTDEN016	Assist with dental radiography	X	X	X	X		X
HLTDEN017	Assist with administration in dental practice	X	X	X	X		X
HLTDET005	Construct thermoformed bases and appliances	X	X				
HLTAID011	Provide first aid	X	X				

## 11. Assessment Feedback

Assessment Feedback	<p>Feedback and input from learners and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and during the validation processes.</p> <p>Feedback will be sought through the following process:</p> <p><b>Feedback from learners:</b></p> <ul style="list-style-type: none"> <li>To assist with continuous improvement processes, learners are given opportunities to provide feedback during the course of their study and at the end of the course.</li> <li>They are also given a satisfaction survey at the completion of the course</li> </ul> <p><b>Trainers/assessors and clinical facilitators feedback and comments:</b></p> <ul style="list-style-type: none"> <li>Feedback from trainers/assessor and clinical facilitators are formally sought during the scheduled validation activities.</li> </ul>
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## 12. Complaints and Appeals

Complaints and Appeals	<p><b>Complaints</b></p> <ul style="list-style-type: none"> <li>Learners are informed of RTO's Complaints and Appeals Policies via the RTO's website and during the Orientation Session.</li> <li>If a learner has a complaint, they are encouraged to speak immediately with the trainer to resolve the issue. If the learner is not satisfied and the issue has not been resolved, the learner will be asked to complete a Complaint/Appeal Form available from either the trainer or administration staff for referral to the compliance manager who will then investigate the complaint and advise the complainant of the outcome, in writing.</li> </ul> <p>Refer to the following documents for further details of Complaints:</p> <ul style="list-style-type: none"> <li>MITP07 Complaints and Appeals policy and procedure</li> <li>MFS04 Complaints and Appeals Form</li> </ul> <p><b>Assessment decision appeal</b></p> <ul style="list-style-type: none"> <li>If a Learner was assessed as 'Not Yet Competent' in any performance criteria, they are to be provided the opportunity for reassessment. A time for re-assessment is to be set at a mutually agreeable time.</li> <li>The learner is granted two attempts to complete each task satisfactorily without any cost to the learner. If deemed 'Not Yet Competent' after the second attempt, the learner will be</li> </ul>
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	<p>required to do further training before reattempting the unit.</p> <ul style="list-style-type: none"> <li>• Fees may apply if learner is to repeat the unit or further re-assessment required. Please refer to <b>MITP13 Assessment and Reassessment Policy and Procedure</b></li> <li>• In the event that a learner is again assessed 'Not Yet Competent' and if a learner believes that they have not received a fair and accurate assessment of the unit requirements then they should follow the appeals procedure.</li> </ul> <p>For more information, please refer to <b>MITP07 Complaints and Appeal Policy and Procedure</b>.</p>
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### 13. Monitoring Attendance and Course Progress

<p><b>Course Completion and monitoring course progress</b></p>	<p>Course attendance and progress is monitored in order to assist learners to achieve successful completion and course outcomes by:</p> <ul style="list-style-type: none"> <li>• early detection of learners whose course progress is less than satisfactory and who may need appropriate learning support, resource and assistance; and</li> <li>• identifying and excluding learners who continue to make unsatisfactory progress including the strategy for early exit from a qualification.</li> <li>• Contacting (by phone or email) those learners with poor attendance and have not contacted their trainer to discuss any difficulties which may be impacting their ability to participate in the course and on how the RTO can provide reasonable support that may be relevant to their situation.</li> </ul> <p>For more information, refer to the <b>MITP01 Vocational Attendance Recording, Monitoring and Reporting Policy and Procedure</b> and <b>MITP02 Vocational Course Progress Recording, Monitoring and Reporting Policy and Procedure</b> for further information.</p>
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### 14. Performance and knowledge evidence

<p><b>Performance and knowledge evidence</b></p>	<p>During the course, trainers and assessors will use a variety of methods to gather evidence of performance and knowledge including:</p> <ul style="list-style-type: none"> <li>• <b>Direct</b> This involves the assessor directly observing the learner performing the tasks which facilitate a decision of 'satisfactory' and 'not satisfactory' until all assessments for the unit have been completed and then it becomes 'Competent' or 'Not Yet Competent'.</li> <li>• <b>Indirect</b> This involves evidence which supports the learner being able to complete a task. For example: <ul style="list-style-type: none"> <li>○ a written assessment piece responding to specific knowledge questions</li> <li>○ any documentation prepared as part of this training program</li> </ul> </li> </ul>
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## 15. Training and Delivery Structure

**Total Volume of Learning Hours** = Supervised Training and Assessments Hours + Unsupervised Hours

### **Supervised Training and Assessment Hours explanation**

<b>Title</b>	<b>Explanation</b>
Supervised Classroom Learning and Training Hours	The number of hours with Trainer supervision and delivery of learning content (i.e. lectures, discussions, reflection). Please refer to Session Plan of each unit of competency for breakdown of the sessions.
Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours on Campus	The number of hours with Trainer/Facilitator supervision for simulation practical demonstrations and assessments. Please refer to Session Plan of each unit of competency for breakdown of the sessions.
Work Placement Hours and Work Placement Assessment Hours	The number of hours completed during Work Placement Experience which includes hours for assessments completion.

### **Unsupervised Hours explanation**

<b>Title</b>	<b>Explanation</b>
Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Students to complete additional learning activities and quizzes outside of the formal training hours to build on their learning and knowledge.
Theory Assessments hours completed outside of classroom and on student's own time	Students to complete all theoretical assessments outside of classroom hours and on their own time

#### **\*Note:**

- *If any class days fall on a public holiday then the session will be allocated to another day in that week so that the amount of training supervised hours are consistent regardless of public holiday*
- *Students undertake the self-directed learning to be able to complete the assessment tasks.*

					SUPERVISED HOURS (AMOUNT OF TRAINING)				UNSUPERVISED HOURS			
Phase	Learning Sequence	Unit Code	Unit Title	Core/Elective	Supervised Learning Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours	Work Placement and Work Placement Assessment Hours	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Theory Assessments hours completed outside of classroom and on student's own time	TOTAL UNSUPERVISED HOURS	TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS
Introduction to working in dental industry	1	CHCCOM005	Communicate and work in health or community services	C	12	8		20	1	3	4	24
	2	CHCDIV001	Work with diverse people	C	20	0		20	1	3	4	24
Basic skills in the dental clinic	3	HLTINF006	Apply basic principles and practices of infection prevention and control	C	28	12		40	2	6	8	48
	4	HLTINF002	Process reusable medical devices and equipment	C	28	12		40	2	6	8	48
	5	HLTWHS001	Participate in workplace health and safety	C	12	8		20	1	3	4	24
Being operational in the	6	HLTDEN015	Prepare for and assist with dental procedures	C	100	120	300	520	11	33	44	564

					SUPERVISED HOURS (AMOUNT OF TRAINING)				UNSUPERVISED HOURS			
Phase	Learning Sequence	Unit Code	Unit Title	Core/Elective	Supervised Learning Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours	Work Placement and Work Placement Assessment Hours	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Theory Assessments hours completed outside of classroom and on student's own time	TOTAL UNSUPERVISED HOURS	TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS
dental clinic with patients and dentist	7	HLTDEN016	Assist with dental radiography	C	20	20		40	2	6	8	48
	8	HLTDEN017	Assist with administration in dental practice	C	12	8		20	1	3	4	24
Additional Skill Set for Dental Assistants	9	HLTDET005	Construct thermoformed bases and appliances	E	32	8		40	2	6	8	48
First Aid	10	HLTAID011	Provide First Aid	E	12	8		20	1	3	4	24
<b>TOTAL</b>					<b>276</b>	<b>204</b>	<b>300</b>	<b>780</b>	<b>24</b>	<b>72</b>	<b>96</b>	<b>876</b>

## 16. Workplace Experience Placement

<b>Workplace Experience Placement</b>	<p>There is compulsory Workplace Experience Placement component in this qualification. The details of the work placement policy and procedures are outlined in MITP78 Work Placement Agreement Policy and Procedure and MFA50 Work Placement Agreement Form. The total hours for work placement in this qualification is 300 hours (37.5 hours per week x 8 weeks).</p> <p>Please refer the following documents related to work placement for further information:</p> <ul style="list-style-type: none"> <li>• MFA50 Work placement agreement</li> <li>• MITP78 Work placement agreement policy and procedure</li> <li>• MITP13 Assessment and reassessment policy and procedure</li> <li>• Work Placement Tasks booklets for completion by student during their Professional Experience Placement</li> <li>• Work Placement Observation booklet for completion by Assessor during Professional Experience Placement</li> </ul> <p>Work placement agreement must sign prior to starting the placement by the student, workplace provider and RTO representative.</p> <p>Placement Supervisor will be allocated to rostered group of students during the placement. Placement Supervisor would provide guided learning and practical demonstrations for students. The RTO Assessor will visit the students during Work Placement at least on 3 occasions throughout their Work Placement period and observe and assess the students' performance and provides feedback continuously. The student required to complete the work placement hours and collect the signature of the Placement Supervisor to confirm the hours completed.</p> <p>Students required to complete the work placement task booklet during the placement and submit to the RTO office.</p> <p>The RTO Assessor will provide the final assessment outcome for the students and provide feedback accordingly. The completed Placement Tasks Booklets by students and Observation Booklets by assessor will be submitted to the Course Coordinator.</p> <p>The Course Coordinator will review the submissions and finalise the sign off on completion of the placement for each student. If there are any re-assessments required, then the MITP13 Assessment and Re-assessment Policy and Procedure to be followed. Furthermore, during the Placement, necessary interventions and adjustments for students would have to be identified prior to the final outcome. As outlined in the MITP78 Work Placement agreement policy and procedure and this will be done in collaboration with the Placement Supervisor, RTO Assessor and Work Placement Coordinator.</p>
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## 17. Facilities and Resources

Student Numbers and Class Locations	Class Location	Purpose	Class Size/Student Numbers



	Level 4, 355 Spencer Street (S4-10)	<b>General purpose theory classroom</b> <ul style="list-style-type: none"> <li>○ AV Equipment (1 x TV/Audio/Projector/Speaker)</li> <li>○ 1 x Whiteboard</li> <li>○ 1 x Trainer Desk and Chair</li> <li>○ Student Desks and Chairs</li> <li>○ Wifi Internet access</li> </ul>	64 sqm / 30 students
	Spencer Campus (Level 4 – Clinic A)	<b>1 x Dental Assisting Practical Simulation Clinic (Clinic A)</b> <ul style="list-style-type: none"> <li>- 4 x Dental Chairs for simulated chairside operation</li> <li>- 4 x Mannikins for simulated patient</li> <li>- 1 x Dirty Sink</li> <li>- 1 x Clean Sink</li> <li>- 2 x Autoclaves</li> <li>- 1 x Distilled water machine</li> <li>- 5 x Cabinets of Dental Materials and Instruments</li> <li>- 1 x Dental Radiography Extraoral OPG Machine</li> <li>- 2 x Dental Radiography Intraoral machine</li> <li>- 2 x Cabinets of materials for hand washing, infection control and sterilisation</li> <li>- 4 x Trolleys of dental materials and instruments for chairside operation</li> <li>- 12 x Procedure Boxes containing operating materials and instruments for standard procedures (Oral Surgery, Endodontic, Periodontic, Orthodontic, Fixed Prosthodontic, Removable Prosthodontic, Oral Hygiene)</li> </ul>	65 sqm each / 15 students
<b>Training Resources</b>	<b><u>Learning &amp; Assessment Resources provided by the Institute to Students</u></b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Learner workbook and guide</b> Learner guide for each unit provided to the students. Learner guide has questions that student may answer to check their knowledge.</li> <li><input checked="" type="checkbox"/> <b>PowerPoint handouts</b> For each unit of competency, there are additional handouts and supplementary resources available. Refer to the <i>Student Unit Guide</i> and <i>Session &amp; Assessment plan</i> of each unit of competency for information.</li> <li><input checked="" type="checkbox"/> <b>Other handouts</b> For each unit of competency, there are additional handouts and supplementary resources available. Refer to the <i>Student Unit Guide</i> and <i>Session &amp; Assessment plan</i> of each unit of competency for information. Session plan available to the trainer for each unit.</li> <li><input checked="" type="checkbox"/> <b>Learning Management System - CANVAS</b> Students and Trainers will have Canvas LMS platform login to access range of resources including but not limited to videos, link, reading material, digital and audio books and quizzes.</li> <li><input checked="" type="checkbox"/> <b>Dental Assisting Practical Uniform</b></li> </ul>		

Each student will be provided with 2 pieces of dental assisting practical uniform that they must wear during their simulation practical classes.

**Learning & Physical Resources that the students must provide**

- General stationery for study (e.g. pens, notebooks)
- Computer or tablets with stable internet connection

**Appropriate clothing requirements for practical sessions:**

Appropriate clothing (e.g. uniform), presentation and footwear for practical sessions. The guidelines are as follows:

- Uniform must be worn in clinical area which must be ironed and look tidy. Tie up hair if the length is beyond your shoulder
- Wear closed toe shoes (no runners, ugg boots or sandals) and dental laboratory appropriate clothes (no jeans or denim).
- Hair is neatly presented and is off your face and above your collar.
- Remove all rings and wrist jewellery including watches during practical sessions. The only jewellery permitted is ear studs/nose studs.
- Fingernails must be short and filed.
- No fingernail extensions ('acrylics') are allowed and no nail polish allowed.

**Physical Resources & Equipment for each unit of competency**

The following physical resources will be provided:

- Theory classrooms
- AV Equipment
- Whiteboard
- Internet access
- Simulation Dental Clinic Laboratory at 355 Spencer Street Campus
- Printer at 355 Spencer Street Campus
- Student common areas (lunch, study, recreation)

**Development of Training and Assessment Resources**

The RTO develops its own training and assessment resources or engage external organisations to develop its customised resources. In the event that off-the-shelf training and assessment resources are used, the RTO ensures that there are no copyright limitations to restrict the RTO to undertake contextualisation of such resources to meet its training requirements.

The training and assessment resources to be used are developed by:

No	Unit Code	Unit Name	Developed by:
1	CHCCOM005	Communicate and work in health or community services	RTO's resource development team
2	CHCDIV001	Work with diverse people	RTO's resource development team
3	HLTINF006	Apply basic principles and practices of infection prevention and control	RTO's resource development team
4	HLTINF002	Process reusable medical devices and equipment	RTO's resource development team
5	HLTWHS001	Participate in workplace health and safety	RTO's resource development team

	6	HLTDEN015	Prepare for and assist with dental procedures	RTO's resource development team
	7	HLTDEN016	Assist with dental radiography	RTO's resource development team
	8	HLTDEN017	Assist with administration in dental practice	RTO's resource development team
	9	HLTDET005	Construct thermoformed bases and appliances	RTO's resource development team
	10	HLTAID011	Provide First Aid	RTO's resource development team

## 18. Access and Equity

<b>Access and Equity</b>	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the training and assessment strategy. Where practical, student special needs will be identified prior to students' commencing programs. Customized delivery and assessment strategies, including reasonable adjustments, will be designed to meet client needs.</p> <p>The RTO has a range of student support services that students are able to access. Support services include student administration services, academic support services to assist students who may require further assistance.</p>
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## 19. Reasonable Adjustments and Learner Support

<b>Reasonable Adjustments and Learner Support</b>	<ul style="list-style-type: none"> <li>• The RTO identifies any reasonable adjustments required by candidates during the Pre-Training Review that includes LLN test prior to commencement of training.</li> <li>• During the course of a learner's study, any additional needs of learners are identified and addressed, where possible.</li> <li>• In responding to the learner's needs, the RTO provides reasonable adjustment and support to learners in a number of ways as follows, but not limited to: <ul style="list-style-type: none"> <li>○ Taking into account language, literacy and numeracy requirements.</li> <li>○ Making adjustments to the physical environment or venue.</li> <li>○ Considering age, gender; cultural beliefs and background, traditional practices, religious observances.</li> <li>○ Considering learners with disability(ies).</li> <li>○ Deferral of study.</li> <li>○ Help with a Special Consideration application.</li> <li>○ Assistance with study skills through practical advice.</li> <li>○ Monitoring course progress</li> </ul> </li> </ul> <p>In addition, support on assessment arrangements are provided as follows, but not limited to:</p> <ul style="list-style-type: none"> <li>○ Scheduling flexible assessment sessions.</li> <li>○ Providing assessment materials in a variety of formats (large fonts, electronic, symbols).</li> <li>○ Providing LLN support.</li> <li>○ Arranging for or allowing a member of their community to be present at the assessment, if required.</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Revising planned assessment methods and tools including assessment process or context that meet the individual needs of the person with a disability, but do not change or compromise competency outcomes.</li> <li>○ Provision of additional support, coaching or tutoring and the opportunity to re-submit the work where a learner’s work is assessed to be ‘not satisfactory’ on a given assessment task or may have been deemed ‘Not Yet Competent’ on a unit of competency.</li> <li>○ Learners are given adequate time to work on assessments and projects.</li> <li>○ When conducting assessments with individuals with disabilities, assessors are encouraged to apply good with sensitivity and flexibility.</li> <li>○ Additional training and tutorials, if required.</li> <li>○ Referral to further learner support service or external counsellors.</li> </ul> <ul style="list-style-type: none"> <li>● Trainer/Assessors are mindful of any ongoing requirements to make reasonable adjustments based on individual learner circumstances as they arise.</li> <li>● Reasonable Adjustment requirements will be recorded on the assessments and/or learner’s file.</li> <li>● The reasonable adjustments provided must not compromise the quality of training and the requirements of the unit of competency or the qualification.</li> <li>● Staff available to learners to provide support services are trainers/assessors, RTO administration staff and management.</li> <li>● Assistance is available to learners via telephone, email and/or face-to-face.</li> <li>● The RTO reserves the right to not provide reasonable adjustments if the costs to be incurred will cause financial hardship to the RTO.</li> </ul>
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## 20. Recognition of Prior Learning (RPL) and Credit Transfers

<p><b>Demonstration of Competence through Recognition of Prior Learning (RPL)</b></p>	<p>Learners can demonstrate competency through formal, non-formal and informal learning:</p> <ul style="list-style-type: none"> <li>● Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);</li> <li>● Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and</li> <li>● Informal learning refers to learning that results through the experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).</li> <li>● Learners are encouraged to apply for RPL before or immediately after formal enrolment but before the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the RPL process.</li> <li>● To know more about how RPL is conducted please refer to the following documents: <ul style="list-style-type: none"> <li>○ RPL policy and procedure</li> <li>○ RPL kit for the qualification</li> </ul> </li> </ul> <p><b>How prospective learners will be made aware of RPL</b></p>
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	Prospective learners will be informed of the RPL policy and process before enrolment into the program, via discussions, orientation, Pre-Enrolment and Post Enrolment learner information.
<b>Credit Transfers (CT)</b>	<ul style="list-style-type: none"> <li>• RTO recognises the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation.</li> <li>• Learners must show evidence that can be verified such as a statement of results to be considered for CT. Learners should advise and provide evidence of their acquired or pending qualifications/statements of attainment before or during the enrolment process.</li> </ul>

## 21. Certification Issuance and Statement of Attainments

<b>Professional Recognition</b>	<ul style="list-style-type: none"> <li>• At the successful completion of the program, the learner will be awarded with the HLT35021 Certificate III in Dental Assisting qualification along with a transcript of units showing the assessment results.</li> <li>• At any point before the completion of the program, a learner may request a Statement of Attainment for each unit of competency where he/she has been assessed as competent.</li> </ul>
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