This handbook was developed by the
Department of Health and Biosciences
Faculty of Life Sciences
Royal Melbourne Institute of Technology

The intent of this handbook is to provide a handy resource of information for students to assist them in meeting the requirements of the university and program. Care has been taken to ensure the information contained herein is accurate and compatible with the university and program standards. Nevertheless it is difficult to ensure that all information in relation to university policies and procedures will remain accurate for the duration of the program. Students are to regularly consult the relevant RMIT student and program information web pages and take account of any student information email or print bulletins that may be provided throughout the program to ensure that they have access to the most current information.

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Enquiries should be made to:
RMIT University
Department of Health and Biosciences
GPO Box 2476V
Melbourne 3001
Telephone: 61 3 9925 4375
Facsimile 61 3 9925 4784
Welcome to the Department of Health and Biosciences

Our Department is part of the Faculty of Life Sciences and is committed to the provision of quality vocational education and training for a range of technical and patient service occupations in the health industry. As part of RMITs commitment to continuous quality improvement for the programs and other services which it provides, our Department has implemented a range of quality improvement strategies to ensure that our services adapt to the changing needs which continuously emerge in education, technology and the industry specific areas.

An important aspect for the success of the programs offered by the Department is the collaboration and partnership between the Department, the industry and the learners. By working collaboratively these groups facilitate the implementation of education and training programs based on learning experiences which are appropriate, accessible, challenging and worthwhile. The learning experiences that you will participate in are designed to prepare you for:

- your specialised dental assisting role in the dental health care team
- your responsibility for maintaining continuous professional development
- your role in the management of changes which occur in workplace organisation, practice and procedures

Learners come to the program with a range of learning styles and needs and vocational expectations. The learning experiences provided in your program are designed to include a variety of learning strategies to:

- suit individual and group learning styles and needs
- prepare you for your role as a member of a work team
- focus on the required competencies identified in the curriculum.

As a learner your role is to ensure that you maximise the learning opportunities which are available to you. This will require that you make a personal commitment to achieving success in your studies by:

- applying sustained effort and motivation
- seeking appropriate assistance as required
- self-evaluation of your performance

To assist us meet your learning needs we hope that you will take the opportunity to provide regular feedback on your learning experiences to the program staff.

On behalf of the Department of Health and Biosciences and the RMIT University I wish you an enjoyable and productive time during your studies of this program.

Louise Palmer
Head of Department
Introduction to the Department of Health and Biosciences

This student handbook and program guide has been developed to provide you with an overview of the facilities and policies of the University and details of your program. The program detail information provided in this document should be supplemented by the information that is provided in the course specific Study Guides which you will receive throughout the program. For further details relating to general University matters you should take the opportunity to read the information relating to the University’s services, facilities and policies which are outlined in the Student Diary and our website www.rmit.edu.au.

We appreciate that this may seem a confusing number of sources of information, however each document has been provided for your benefit to assist in facilitating your learning. While your Program Coordinator will explain the role of each of these documents as part of your induction to the program, if at any time you require clarification on any issue you are encouraged to seek assistance from the education and/or administration staff and/or Head of Department.

The Department offers a range of programs in the education and training of health personnel. These programs include:

- Advanced Diploma of Myotherapy
- Advanced Diploma of Dental Prosthetics
- Diploma of Laboratory Technology (Pathology Testing)
- Diploma of Applied Science (Biotechnology)
- Diploma of Clinical Neurophysiology
- Diploma of Dental Technology
- Certificate IV in Health (Nursing)
- Certificate IV in Optical Dispensing
- Certificate IV in Pathology Specimen Collection
- Certificate III in Dental Assisting
- Certificate II in Health Support Services (Client/Patient Support Services)

The department currently delivers the Certificate III in Dental Assisting in Singapore.

See: www.rmit.edu.au/health-biosciences

We encourage liaison between staff and students of all programs as it helps to foster the team approach to health care. Department staff promote a learning environment which is competency based, student centred, flexible in its delivery and assessment and focussed on meeting the individual needs of its learners. We hope that you will maximise the learning opportunities that this approach offers so that you will find your studies with us both personally and professionally rewarding.
General Program Description

Program Title: Certificate III in Dental Assisting

Program Code: C3138

Program Duration: The Certificate III in Dental Assisting involves a total of 12 months concurrent on-the-job experience in a general dental practice environment whilst undertaking the off-job training at RMIT. The off-job training comprises a one year study program involving 390 nominal hours.

Program Purpose: The Certificate III in Dental Assisting is designed to provide a broad-based training program for the learner to enable them to provide chairside assistance and perform reception tasks in the general dental practice environment. Successful completion of the program will enable the participant to develop the knowledge and skills required to demonstrate the identified competencies for the dental assistant (see appendix A) which have been developed and accredited by Australian National Training Authority (ANTA).

This program facilitates students in the development of the knowledge, skills and attitudes required for:
- practising dental assisting using a holistic ‘client-centred’ approach
- task and contingency management
- work team cooperation
- quality customer/client service
- adapting to changes in technology and work practices
- problem solving
- effective written and verbal communication

Health and safety issues are stressed throughout the program with a major focus on:
- infection control
- hygiene practices
- quality control and quality assurance methodologies
Entry Prerequisites:

General: Students must be able to demonstrate the ability to:

- Present written and verbal information relevant to a specific task to a level equivalent to achievement of VCE English Units 1 and 2
- Perform basic functions on a computer including accessing applications and inputting, retrieving and printing data.

Students without this background may be directed to bridging or supplementary programs that already exist in RMIT to acquire the necessary competencies in English, Communication or Computing.

Traineeship: Entry requirements to this program are consistent with the requirements of students enrolling in any traineeship program, that is, they must be employed as a trainee dental assistant under a ‘Training Agreement’. For the Certificate III in Dental Assisting, students must be employed under the ‘Training Agreement’ in either a public or private dental practice prior to commencing the program.

Single Program Studies: A dental assistant currently working in the industry but without a current or recognized qualification, can enroll in any of the programs offered for the Certificate III in Dental Assisting. They may select a range of programs as a refresher to update skills, or to credit towards gaining the full qualification. The cost for these programs is at a full fee rate.
Program Structure:

7 Compulsory Competency Units as per the Health Training Package HLT02 (www.cshta.com.au)

HLTDA1A Maintain infection control in dental practice
HLTDA2A Follow occupational health and safety policies in dental practice
HLTDA3A Prepare for and assist during oral health care procedures
HLTDA4A Assist with dental radiography
HLTDA5A Maintain and store instruments, equipment, materials and medicaments
HLTDA6A Assist in administration in dental practice
HLTDA7A Apply basic first aid

Refer to Appendix C for more information.

Students must have a current dental workplace location that supports both on the job and off the job training and be working a minimum of 15 hours per week.

Underpinning Learning Units

Surgery Basics
Introduction to Dentistry
Dental Anatomy
Maintaining a Safe Workplace
Microbiology and Infection Control
Dental Assisting
Dental Histology
Anatomy and Physiology/Head and Neck

Clinical Assisting
Dental Materials
Dental Materials/Prosthodontics
Restorative Dentistry
Legal and Ethical Issues
Oral Pathology/Periodontics/Preventive
Oral Surgery/Exodontia
Pharmacology and Anaesthesia
Medically Compromised patients

Dental Radiography

Instrumentation/Equipment Maintenance

Office Management
Communication
Records Handling/Computers
Cash Management
First Aid

Please note: All underpinning learning units must be successfully completed.

Completion: A Certificate of Proficiency is issued from the State Training Board in the trainee’s home State/Territory. The Certificate will only be issued when competency has been attained in all units as listed on the previous page both on and off the job.

All outstanding fees and library books must be finalised.

Students who successfully complete the program will receive their RMIT Certificate at the annual awards presentation ceremony.

Recognition: The program is recognised by the Dental Assistants Education Council of Australia Inc (DAECA). Successful completion of the on-the-job and off-the-job training requirements entitles the learner to apply to DAECA for their Certificate and Badge.

General Program Information

Public Holidays for 2003 Academic Year:
Australia Day: Monday 27 January
Labour Day: Monday 10 March
Good Friday: Friday 18 April
Easter Monday: Monday 21 April
Anzac Day: Friday 25 April
Queen’s Birthday: Monday 9 June
Melbourne Cup Day: Tuesday 4 November

Fees for Traineeship Students in 2003:

Enrolment Fees:
Tuition Fees: $ 290.00
Administration Fee: $ 30.00
TOTAL FEES: $ 320.00

These fees are an approximate estimation; the actual cost of fees will be calculated upon enrolment.

Fees for Non-Traineeship Students in 2003:

Fees are calculated per hour, per course rate and the student is invoiced at enrolment.
Refunds

Students who withdraw from their program are eligible for a total refund of the tuition fee minus the $40 minimum charge at any period up until **FOUR weeks** from the commencement of classes.

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Booklist

**COMPULSORY TEXTS:**


**RECOMMENDED TEXTS:**


**SUGGESTED RESOURCES**


(Material Safety Data Sheets (MSDS)

(Obtained from Ansell)

(Obtained from dental supply companies, MSDS should already be available in your workplace)

ADAVB – Australian Dental Association Victorian Branch

Standard Operating Procedures

(Obtained from the ADAVB)

The RMIT bookshop can be contacted on 9925 2029
The bookshop website is www.rmitbookshop.com.au
The bookshop is located diagonally opposite Melbourne Central (Crn. Swanston and Latrobe St’s).
Training Plan

The training plan is specific to each trainee’s training, it outlines the recommended timeframe required for the trainee to complete each program and the modes of delivery to be employed for each program.

The employer, trainee and RMIT must sign this training plan agreeing to all aspects of on and off the job delivery of training and assessment.

Trainee cannot be enrolled without a training plan signed by all parties.

Learner Performance Contract

You are required to sign a Learner Performance Contract which provides evidence that you understand and agree to abide by the conditions for students undertaking the off-the-job training component of the program. A sample of a Learner Performance Contract is contained in Appendix B of this handbook.

Location of Program

The administration office for the Certificate III in Dental Assisting is located at the City Campus RMIT Building 154, Level 3 Swanston Street, Carlton 3053. This location is the new Dental Hospital of Melbourne.

Whilst most of your classes will be held in this building you will be required to attend some sessions in classrooms located on level 4, RMIT Building 51, on the corner of Cardigan and Victoria Street, Carlton. A map of RMIT’s City campus is provided to assist you in locating these, and other relevant locations.

Postal Address: RMIT University
Department of Health and Biosciences
Certificate III in Dental Assisting
GPO BOX 2476V
Melbourne 3001
Staff Contact Details:

<table>
<thead>
<tr>
<th>Role</th>
<th>Telephone</th>
<th>Facsimile</th>
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<tr>
<td>Head of Department</td>
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<tr>
<td>Ms Louise Palmer</td>
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<td>Education Staff for Certificate III in Dental Assisting</td>
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<tr>
<td>Ms Wendy Brakey</td>
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<td>9341 1401</td>
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<tr>
<td>Building 154 Administration/Reception Officers</td>
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<tr>
<td>Ms Minnie Parker</td>
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<tr>
<td>Building 154 Occupational Health and Safety Rep and First Aid Officer</td>
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<td>Mr Ian Gibbs</td>
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<td><a href="mailto:ian.gibbs@rmit.edu.au">ian.gibbs@rmit.edu.au</a></td>
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RMIT website: [www.rmit.edu.au](http://www.rmit.edu.au)

Information and Communication Technology

RMIT has a commitment to help students develop skills that will enhance their workplace and for future employment opportunities. It is important that students access and use information technology. Students are **required** to word process assignments, use Internet and email.

On enrolment each student has an email address provided for communication between RMIT and the student. Information on many aspects of the program such as timetables and course outlines will be made available on the RMIT website [www.rmit.edu.au](http://www.rmit.edu.au) student email address is [studentnumber@rmit.edu.au](mailto:studentnumber@rmit.edu.au).
Student Handbook and Program Guide

Student Service Support Information

*Counselling Service*

The Counselling Service consists of a team of educational and counselling psychologists whose role is to assist students to develop their full potential and achieve success in their studies at RMIT. The counsellors provide a free individual, confidential service. The service is available to students to discuss any wide range of problems and decisions that affect life at RMIT. This service may be accessed at City campus – Building 43. Telephone: 9925 4365 or 9925 4366.

*Dental Service*

RMIT Union’s Dental Clinic provides subsidised dental care for students. The highly qualified staff operate the clinic Monday to Friday 8.45 am to 1.00 pm and 2.00 pm to 4.45 pm in Building 45, 33 Lygon Street, Carlton. To book an appointment bring your student card and the booking fee ($30). Telephone 9925 4876.

*Financial Advice*

The Student Financial Adviser can help you with a range of matters including: student loans, financial counselling, social security, deferment of fees. Bookshop grants are available to financially disadvantaged students. Students will be assessed by application and an interview with the Financial Adviser. You can contact the Financial Adviser in the Student Services Centre – Building 14. Telephone 9925 2963.

*Health Service*

The nursing staff provide a free service to all students and staff from 8.00 am to 6.00 pm Monday to Thursday during semesters and 9.00 am to 5.00 pm on Friday and TAFE student vacations. The services include:

- An emergency service and general medical care
- Immunisation programs e.g. Hep B
- Contraception advice and pregnancy testing
- Health promotion and education programs
- Nutrition and dietetics advice
- Needle and syringe exchange

The Health service doctors bulk-bill all clients. Please bring your Medicare card.

The Health Centre is located at Building 13 (City Campus). Telephone 9925 2297.

*Learning Skills Unit*

The RMIT Learning Skills Unit (LSU) can provide assistance to help you do better in your program. Staff can help you gain skills in: essay and assignment writing, oral presentations, fast and efficient reading, spelling, English grammar, general study skills, touch typing, time
management, maths and science. Both day and evening classes are offered as well as individual appointments and workshops. This is a free service located at level 3, Building 94 (City campus) 23 – 27 Cardigan Street, Carlton. Telephone: 9925 4488.

**Muslim Prayer Rooms**
The rooms are located in building 9, level 4 (rooftop). There are two separate rooms – male and female. Each room comes complete with ablution facility. Many of the United Muslim University Students (UMUS – RMIT) activities are centred there as well as weekly prayers. Telephone: 9925 1962. For further information visit International students website:

www.international.rmit.edu.au

**Housing Advisory Service**
Information regarding temporary accommodation for students attending at RMIT can be located at

www.housing.rmit.edu.au

**Libraries**

As soon as you enrol as an RMIT student you may use the facilities and services available at the five RMIT libraries. There are three city libraries:

- The Central Library – Building 8, Level 5, City
- The Business Information Centre – Building 108, level 5
- **The Carlton (TAFE) Library** – Building 94, level 3, 23 – 25 Cardigan Street, Carlton South

Two further libraries are situated at Bundoora

- Bundoora West Library – Building 210 (Hayes Building)
- Bundoora East Library Service Point – Building 251, Level 2.

For further information visit their website: www.lib.rmit.edu.au

**General Information**
All RMIT libraries provide extensive services, facilities, study space and comprehensive collections of print based resources, books, periodical and microform collections as well as audiovisual, electronic and multimedia resources to support your studies.

Information desk staff at every library can provide individual assistance and information skills training. Access to the ever expanding virtual library of electronic resources and networks including CD ROMs, data base products, full text electronic access to numerous journal titles and the RMIT Libraries’ on-line public access catalogues is also available.

**Opening Hours**
Refer to the web site: www.lib.rmit.edu.au
**Library Guides**

In block one, students will be taken to the Carlton Library for an orientation visit as part of the induction into RMIT.

Library personnel are available at each library for assistance as well as written guides giving details of services, resources and opening hours.

**Computer Facilities**

All RMIT libraries and in particular the Carlton Library Cardigan Street have an extensive number of computers available for student use. These facilities are free of charge. They are both MAC and IBM computers, all computers have internet and email access. Printing costs 11c per page (A4 page black and White).

**Loans**

Books and some audiovisual materials can be borrowed but periodicals cannot as they are for reference use only. To borrow books or materials from the libraries you will need to show your student card as this is also your library borrower’s card. All loans issued on your card are your responsibility and the library must be notified immediately if you lose your card. Please note that loan periods and the number of items you can borrow at any one time do vary depending on the material you wish to borrow.

**CAVAL (Cooperative Action by Victorian Academic Libraries)**

RMIT Libraries are part of this reciprocal borrowing program whereby students and staff of participating libraries are able to borrow material from other participating Victorian libraries. In order to borrow you must first register as a CAVAL reciprocal borrower at an RMIT library. If you borrow from another library you are subject to the borrowing conditions and regulations of that library. If you would like more details pick up a CAVAL brochure from one of the libraries.

**Penalties**

Strict penalties apply to books, which are overdue or not returned. Borrowing privileges may be suspended and a replacement and administrative charge may apply. A complete statement of borrowing conditions is available at the loans desk of any RMIT library.

**Photocopying**

All RMIT Libraries have card operated photocopiers for student use. The copiers all offer plain paper A4 copies, copy reduction and enlargement, multiple copying and contrast controls. Some copiers also provide A3 and transparency copies. Photocopying cards are required to be purchased. These are available from the library.
**Security**

*Personal Safety on Campus*

RMIT and the Student Union have been working closely to improve safety on campus for staff and students. While much work has been done to improve things, like making sure lighting on campus is adequate, it is extremely important for students to be aware of their personal safety. If you ever feel unsafe on campus, immediately contact RMIT security staff:

- Building 154, (Dental Hospital) Telephone 9341 1222
- City – Gatehouse (main gates on La Trobe Street) Telephone: 9925 2051 or 9925 2951, or
- Enisar Kasar Telephone: 9925 2723, or
- Judy Frost Telephone 9925 5633

*Theft*

Beware of thieves on campus at all times! Never leave your bags and belongings unattended, especially whilst researching in libraries. It is strongly recommended that bikes be secured by means of ‘hoops’ or ‘U bolts’ rather than chains or wires as the latter are often easily cut resulting in a very quick loss of bikes. At any time a theft is suspected report it immediately to the nearest area counter and then proceed to complete a report. Depending on the nature of a theft you will probably be advised to report to police at the nearest station to your home.

**Students Rights**

The Student Union aims to represent and safeguard students’ interests. It employs staff who provide advice, information and assistance to students with problems which may include: discipline (cheating, misconduct charges), appeals against assessment, special consideration, harassment of any kind, appeals against exclusion, unfair treatment, apprentice issues, health and safety issues etc.

The staff of the Student Union are able to help you to resolve problems in a variety of ways:

- Giving confidential advice
- Assisting in preparing submissions and documentation
- Supplying RMIT regulations and procedures
- Attending meetings with you and administrative or academic staff members
- Helping to clarify issues through discussion
- Identifying your options
- Referring you to appropriate services

All discussions are strictly confidential and no action will be taken without your explicit direction.

**Location:** City (TAFE) – Building 57, level 4. Telephone: 9925 4505

Or visit their website: [www.su.rmit.edu.au](http://www.su.rmit.edu.au)
Responsibilities as a Learner

The Department of Health and Biosciences adopts the philosophy of adult education in which the learner has ultimate responsibility for their individual achievement. While staff give all assistance possible, the student has responsibility for completion of assessments and advising staff of any problems they may be experiencing. The learning experiences provided will involve a variety of methods and will encourage the student to develop skills in research and presentation. Assessment will also be varied and will depend on the stated outcomes of the individual course.

- Students are required to conduct themselves at all times in a professional manner appropriate to their role as members of the dental team.
- All students are expected to conform to the University, Departmental and Course policies in relation to Equal opportunity, Sexual Harassment, Occupational Health and Safety and Infection Control.
- Attendance to all lessons tutorials and practical sessions as per the group timetable is compulsory
- Actively participating in classroom discussions and practical sessions is an important a part of overall assessment and enables students to learn together about the wider dental community
- Appropriate dress code for classroom and participation in practical tasks. This applies to footwear and wearing of P.P.E (see appendix B Learner Performance Contract)
- Regularly completing and submitting assessment tasks gives an indication of your commitment and understanding of the requirements of the program and enables timely feedback to you from the marker/facilitator.
- The student who is late to class must report to the administration office prior to entering the classroom. In some cases when a class has commenced a student will not be permitted to enter the classroom and will be required to reschedule the class time.
- The late student must ensure the roll is marked to reflect their presence and the actual time of arrival to class.
- If you miss an assessment it is the students responsibility to contact the group coordinator to arrange a make-up class. No assessment tasks will be issued without attendance and participation in the required classroom activities.
If students are experiencing difficulties with their assessments they should contact their group coordinator.

It is highly recommended you provide feedback to your workplace supervisor/trainer of your progress in the program including any difficulties you may be experiencing.

Some courses require prerequisites, students must understand there are sound reasons for the sequencing of classes in the course. Failure to ‘keep up’ with the course requirements may present the student with difficulties in continuing with the program.

Students must ensure that their Workplace Training Record Book (detailing on-job training requirements) is kept up to date. The Workplace Training Record Book must be with you at all times in the workplace and while attending RMIT. A workplace assessment will not take place without a fully completed and signed Workplace Training Record Book

Recognition of Prior Learning (RPL)
If you have already gained skills and knowledge relevant to this course through previous study, work experience or general life experience you may be eligible to have your learning recognised. General information and the University's policy on Recognition of Prior Learning (RPL) and Credit Transfer can be accessed at http://www.rmit.edu.au/course-admin/operating-procedures. (You will need to be logged in to view these documents.)

Mutual Recognition
RMIT University recognises and accepts any Australian Qualifications Framework qualifications and Statements of Attainment that are issued by other Registered Training Organisations. Credit will therefore be given for modules or units of competency for which an original official Certificate or Statement of Attainment is produced.

Attendance Requirements
It is a requirement that students undertaking internal studies, attend for all scheduled sessions unless RPL has been granted. In the event that RPL is granted the student must consult with the Course Group Coordinator to agree adjustments to their study program/training plan. If undertaking the course as part of a traineeship, in the event that attendance requirements are not met, the employer will be notified and the student will, in the first instance, be required to participate in a formal counselling session with the Course Coordinator and/or Workplace Supervisor. Continued failure to attend as required may result in preclusion from the program.
Late Arrival: Students arriving late are disruptive to the learning process of the class and may not be permitted to enter the classroom. Students must report to the reception office/group co-ordinator for your name to be recorded, informal counselling session and the possibility of rescheduling the class.

Absence due to ill health: If the student will be absent for off-the-job training they must telephone the Administration Officer (9925 4375) by 8.45 am on that day.

It is the responsibility of the student to contact the group coordinator to arrange catch-up sessions for classes for which they are absent. Private/personal appointments must not be made during scheduled off-the-job training sessions.

Change of Name/Address and other personal details

In the event that you change your personal details or employment details it is essential that you immediately notify the:

- Program Administration Officer (RMIT Building 154, reception area)
- Complete a Personal Details Variation form available from Building 154 Reception.
- Attach evidence e.g. marriage certificate, letter from your employer

Assessment

The Group Coordinator will expand and reinforce the Program Assessment Policy and each course facilitator will provide details specific to the course, which they are delivering.

The Certificate III in Dental Assisting is a competency-based program. To receive a grade of ‘pass’ (PX) for a course you must be able to demonstrate the knowledge and skills required in each course of the program to the level (standard) required by the Industry.

Refer to Appendix E for grading criteria.

You will be given two opportunities to achieve a pass grade in each assessment for a course if submitted by the due date.

- If at the first attempt of an assessment item, your work is assessed as “resubmission required” (R/S) you will be given one further attempt to achieve competence in this course. A notice of R/S and the assessment will be returned to you along with comments on the areas that need to be addressed. The due date for a R/S is always 2 weeks from receipt of notice.
- If the resubmitted item does not meet the assessment requirements your work is assessed as “Competency not Achieved” (NC).

**Failure to submit by the due date** will result in the student requiring to complete a supplementary paper to meet the assessment requirements of the unit. Failure to do so will result in fail grade being awarded. A **fail grade** being awarded for a course, may affect your ability to continue your studies in the program. In the event that a fail grade being awarded, you will be required to re-enrol in the course to enable you to complete your studies. **Re-enrolment attracts additional fees.**

At the discretion of the group coordinator, the NC result may be presented for discussion by the program facilitators and a supplementary assessment may be offered. If a supplementary assessment is undertaken and you achieve competence, you will receive a pass grade only for the course.

**You must achieve a competence in all assessment tasks for the program (theory, practical and off-the-job components) to be awarded the certificate.**

The assessment will be implemented in many forms including:

- Written assessment tasks
- Practical and tutorial assessments tasks
- Group and individual projects
- Practical demonstrations
- Oral presentations
- Interviews
- Role play
- Workplace Assessment
  The style of assessment will provide you with:
  - Opportunities to demonstrate application of the necessary knowledge, attitudes and skills not just recall information
  - Information on your progress throughout your course with an emphasis on encouraging you to monitor your own progress and plan your course of study
  - An open system where standards are specified and the required level of competence is known beforehand
**Written Assessment Presentation**

The following conditions apply as a **minimum standard for presentation** of written assessment items:

- Your work must be presented on A4 size paper or in the appropriate learning guide
- All questions must be answered.
- Each page must be clearly labeled with your name, group and student numbers
- Information should be presented in a chronological and sequential manner
- Word-processing is a requirement and demonstrates a key IT competency (refer to the Meyer Key Competencies Appendix)
- Provide a 2.5 cm margin on the left hand side of the page.
- Leave two lines between each paragraph of an essay/report or short answer response.
- Use headings and numbering to clearly indicate which question you are answering.
- Ensure that all pages of your assignment are stapled together to avoid loss
- Ensure all material which is derived from another source (eg lecture notes, text books etc) is appropriately referenced (refer to the section on Plagiarism in this handbook)
- **Each assessment task requires a separate coversheet, both white and yellow copies, with all details completed.**
  - RMIT cannot accept any assessment task without a fully completed assessment coversheet attached.
- A plastic pocket maybe used to protect the contents of the assignment
- No thick binders, folders or spiral bound covers, as these cause problems with handling, storage and postage.

**The course facilitator may issue further instructions.**

**Assessment Submission**

- Assessments can be posted to:
  - RMIT University
  - Department of Health and Biosciences
  - Certificate III in Dental Assisting
  - GPO BOX 2476V
  - MELBOURNE 3001

  or hand delivered to Building 154 Reception, Level 3, 720 Swanston Street Carlton 3053 during the hours of 8am – 5pm.
You are encouraged to use the Assessment Receipt Slip (see Appendix) provided to maintain a record of your submission. Complete all details on both sides of the card including your address and place a postage stamp in the top right hand corner, as indicated. The slip will be posted to you when the Administration Office has received the assessment item. **Failure to include a postage stamp will mean that the receipt is not returned.**

- Assessment submissions (including the assessment cover sheet and if relevant the assessment receipt slip) must be contained in a clear plastic sleeve

- **The due date** identified for submission of assessment items is the **last date** for submission unless special consideration conditions apply. Failure to submit an item by the due date may result in a grade of ‘fail’ being awarded which will preclude your ability to progress with your studies in the course. Due date lists are issued to students at block one.

- It is not the policy of this Department to encourage ‘extensions’ for assessment submissions. (refer to the section on **Special Consideration** in this policy for details)

- If you are absent for an assessment you will be required to produce a medical certificate. (refer to the section on **Special Consideration** in this policy). It is your responsibility to arrange another assessment time.

- **It is strongly recommended you take a photocopy of your assessment in the event that a situation arises in which evidence of the completion of the assessment item is required.**

### Student Academic Performance Counselling

Regular counselling sessions are held with students to enable review of their academic performance and general progress in the program. Attendance at these sessions is compulsory and the **Workplace Training Record Book with the completed Workplace Supervisors Report must be presented at this time.** Sessions are scheduled at block two and at block four and by negotiation with the Group Co-ordinator.

For students undertaking the traineeship program, your employer/workplace supervisor will be advised of your academic progress in the program.

### Workplace Training Record Book

This student assessment tool is very important, and it is essential that the document is not lost. It provides:

- A guide to the employer and student of the training and experiences that should occur during the program.

- An ongoing mechanism to provide feedback to the student about their on the job achievements.
The final record of achievement of workplace competency

Students will be issued this book at block one on commencement of the program. The Training Record Book is required at each block and will be monitored and/or updated by the Group Co-ordinator.

**Workplace Assessment**

This assessment is conducted in the workplace after or near to Block 4.

Deciding when a student is “Ready for Assessment” is a decision made after consultation between the Group Co-ordinator, Workplace Supervisor/employer and you.

You must have reached a certain level of underpinning knowledge and skill for both the on and off the job components of the program before a workplace assessment can take place; in particular; Maintaining a Safe Workplace, Microbiology and Infection Control, Dental Anatomy and Dental Materials.

Attending the classes, submitting the assessment tasks and the Workplace Training Record Book are useful tools for measuring whether you are ready for assessment.

The Workplace Supervisor/employer and student are required to sign “Ready for Assessment” in relation to each of the elements of a unit of competence, before an assessment can be arranged.

Your Group Co-ordinator will arrange for you to participate in the formal assessment process for validation of your attainment of competence. A qualified Workplace Assessor conducts the formal assessment at your workplace.

The assessment processes that will be used by the Workplace Assessor include:

- observations of your performance
- interviews with you as well as others with whom you interact in the clinical setting, including: peers, patients, clients, supervisors
- analysis of relevant documentation
- research and written information to clarify knowledge and understanding

Please refer to your Workplace Training Record Book for more information regarding Workplace Assessment.
Appealing an assessment outcome

There is an appeals process available to all students. This policy can be accessed through the following web address: www.su.rmit.edu.au/rights/

Cheating

Cheating will not be tolerated. Any occurrence will be severely dealt with. Employers and State/Territory training authorities will be notified.

Plagiarism

You are reminded that cheating, whether by fabrication, falsification of data, or plagiarism, is a very serious academic offence subject to university disciplinary procedures. Plagiarism is the presentation of the work, idea or creation of another person, without appropriate referencing, as though it is your own. Plagiarised material can be drawn from, and presented in, written, graphic and visual form, including electronic data and oral presentations. Plagiarism occurs when the origin of the material used is not appropriately cited; the use of another person's work or ideas must always be acknowledged. Failure to do so may result in charges of academic misconduct which carry a range of penalties including cancellation of results and exclusion from your program. You are responsible for ensuring that your work is kept in a secure place and that it cannot be copied by another student. It is also a disciplinary offence for you to allow your work to be plagiarised by another student. You should be aware of your rights and responsibility regarding the use of copyright material. You should also be aware that all assessment tasks may be reproduced and/or communicated for the purpose of detecting plagiarism.

Special Consideration

You may apply for special consideration if you feel you have been disadvantaged in an examination or other form of assessment. Special consideration may be granted for circumstances where factors beyond your control have affected your academic performance. For example, you have been unable to attend practical assessments or presentations, hand in an assignment or you have not met an assessment deadline or have been unduly inhibited in your ability to perform the required task. The requirement for lodging an application for Special Consideration are:-

☐ Contact your group coordinator to discuss your needs
Your application must be lodged with your Course Group Coordinator together with supporting evidence (eg. medical certificate) prior to, or within 48 hours of the schedule time of examination or assignment submission.

Forms to support your special consideration application are available the administration office in Building 154 or by telephoning your group coordinator.

Attach a letter to support you application outlining reasons and strategies to complete the assessment task.

The letter must include a signature from your workplace supervisor/employer. Note: this is an application only. Students should not assume Special Consideration is automatically granted and in some cases can be denied.

You should advise the teaching department of any pre-existing disability or condition, which may affect your performance so that an appropriate form of assessment can be determined as early as possible in your course.

Note: Misreading the due date or assessment instructions will not entitle you to special consideration in assessment so be careful when checking your due dates, times and locations.

Withdrawal from Routine Work Duties

This is a requirement as per State Training Board Traineeship Agreement. It is time allocated (as per training plan) to undertake structured training/learning activities:

- Structured demonstration/guidance in workplace tasks/skill building.
- Self paced learning/research using assessment tasks issued by RMIT. Including resourcing web sites and texts.
- Resourcing workplace e.g. personnel.
- Utilisation of Workplace Training Record Book including feedback discussions/evaluation and supervisor reports.
- Accessing Library Facilities (RMIT and local).
- Accessing RMIT facilities that support learning and training.
- Attending tutorials at RMIT by negotiation.
- Work experience at relevant dental practices to gain consolidation of skills/knowledge.

Time allocated is six hours per fortnight for students working a 38hr week. This is in addition to the time release from the workplace to attend classes for the off-the-job component of the program. If a trainee is employed in a specialist practice, additional time release of 4 hours per fortnight will be required to gain mutually suitable time.
Study Requirements in addition to class time

It is recommended that every student spends approximately 5 hours per week of their own time for study, to research and to complete assessment tasks. The following RMIT web addresses offers information on study techniques:

www.rmit.edu.au/lsu
www.counselling.rmit.edu.au

Classroom Learning Environment

It is the policy of the Department that, in the interest of maintaining an appropriate learning environment for others in your program, students cannot bring the following items into the classroom:

- Food or beverages (with the exception of drinking water or in situations where there are medical indications to the contrary)
- Active mobile phones – this includes pager and SMS features.

RMIT Policy and Procedures

It is recommended that all students refer to the RMIT website at http://www.rmit.edu.au/

Equal Opportunity and Sexual Harassment

Equal opportunity is about a ‘fair go’ for everyone. The Department is committed to providing an environment in which all students irrespective of gender, sexuality, ethnicity, disability, pregnancy, marital status etc are able to achieve appropriate access to and support for their education and training.

Students with Disabilities

RMIT provides the following support services for students with disabilities:

- Assisting with program application, enrolment and orientation
- Assisting with physical access to buildings and special parking facilities
- Organising direct learning support; eg note takers, special tutors and signing interpreters for the deaf
- Providing special study materials and equipment, eg large print, ergonomic chair, tape recorder
• Negotiating alternative assessment and special examination consideration
• Liaising with students, academic staff and the University
• Liaising with external agencies eg TAC, CRS, and RVIB
• Assisting with other University related needs resulting from disability

These support services can be accessed by contacting
• City – Disability Liaison Unit, Building 43. Telephone 9925 4759 or 9925 4365/6

Sexual Harassment
Sexual harassment is against the law. RMIT has in place policies and procedures to educate the RMIT community and to deal with complaints about sexual harassment.

Sexual harassment covers a range of unwelcome behaviour of a sexual nature, such as sexual comments, gestures, offensive images, demands of a sexual nature, repeated requests to date, physical contact such as patting or pinching. Sexual harassment also includes behaviour of a sexual nature by a member of staff, which as a student you may feel will have an effect on your grade or academic progress.

RMIT takes the issue of victimisation very seriously. All enquiries and complaints are dealt with confidentially. If you are experiencing a problem which you think might be sexual harassment contact:
• Your Group Coordinator
• Discipline Leader – City 9341 1407
• The Head of Department – City: 9925 4274
• A Student Union Rights Officer - City (TAFE): 9925 4768; or
• An RMIT Student Services Counsellor – City (TAFE): 9925 4365

Occupational Health and Safety
RMIT recognises its duty and responsibility to provide and maintain an environment for its staff and students, which is safe, and without risk to health. The conduct and behaviour of every person on University premises is expected to be such that they will take reasonable care for their own health and safety and for that of anyone else who may be affected by their actions. If you have a concern about safety at RMIT you should in the first instance discuss it with your Group Coordinator or if they cannot help you, the Head of Department should be consulted.

Accidents Involving Injury
ALL accidents involving injury, that are incurred while attending for off-the-job training, no matter how slight, must be reported immediately to the course facilitator, Group Coordinator and Occupational Health and Safety Representative
Safety Rules and Procedures for Practical Classes

In all practical classes staff and students must comply with the following:

1. All footwear shall be firm, well-constructed closed toe and heel shoes or boots. No thongs, sandals or slippers shall be allowed.
2. Personal protective equipment must be worn for all practical activities
3. Long hair must be tied back away from the face
4. Hands and arms must be free of jewellery
5. At the end of sessions (and during breaks), all electrical appliances must be switched off and unplugged. The premises will be locked by the teachers
6. Workbench tops, floors and sinks must be kept clean. Spilt materials or liquids must be wiped/swept immediately
7. All instruments and equipment must be returned clean to either teachers or technical
8. It is preferred that large bags are not to be taken into the classrooms. Lockers are provided for student use. Students are to provide their padlock and key
9. Safe working practices must be observed at all times during classes

General Safety and Emergency Rules and Procedures:

1. In situations where there is potential for cross-infection all standard precautions for infection control must be implemented.
2. All students must know the location and correct usage of fire fighting equipment – extinguishers, hoses and safety blankets. Interference with any form of fire fighting equipment will carry severe penalties
3. In the event of a fire or other life-threatening emergency, the Fire Warden for the Building will direct evacuation. If the Fire Warden is absent, the teacher responsible for the class or another staff member may give the order to evacuate. In such an event, students should take any valuables which can be secured immediately and without danger, and walk directly out of the building in an orderly manner via the nearest safe exit. Proceed to the indicated emergency assembly area a safe distance from the building and wait for the class teacher to check the roll and give further instructions. Under no circumstances may you re-enter the building until you are directed to do so by the teacher. Teacher(s) controlling the evacuation will search the building before leaving if this is feasible. During the day, or whenever students are present, all exit doors will be able to be readily opened from the inside and no means of egress (going out) will be obstructed
4. Eating and drinking is not permitted in any classrooms
5. Smoking is not permitted in any part of any building within the University
6. Running, wrestling or any form of rough play will not be tolerated
Enforcement

Any student who fails to comply with the above conditions will be denied access to the clinical settings and laboratories and thus not permitted to participate in learning activities. This may in some circumstances affect their ability to participate in some assessment activities. In the traineeship situation, employers will be notified of any breach of conditions. In extreme cases of breach of conditions a student would be suspended or expelled from classes.

Staff Preparation Area (Building 154)

It is Department policy that students may not enter the staff preparation area (unless, in the case of exceptional circumstances and accompanied by a staff member). This policy is designed to maintain a private and quiet study area in which staff can organise and prepare learning materials with limited disruptions.

Student Cards

Confirmation of enrolment statement must be produced in person at The Hub (Building 12, Level 4) for a photo and card to be issued. Your student card is issued for the duration of your program.

This card entitles you to use RMIT facilities and must be produced for identification purposes within RMIT when seeking services from the department office and when using the Library, Computer Centre and other campus facilities.

Note: Students will be charged a fee for the replacement of lost or stolen cards. Students are required to present identification when applying for a replacement card.

Program Information

For program information with details of individual courses access can be found on the RMIT website

www.rmit.edu.au
## Appendices

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Appendix A
Sample of a Learner Performance Contract

Certificate III in Dental Assisting (Traineeship)
Learner Performance Contract
2003

I Attendance
The off-job training provided through RMIT is a compulsory part of the traineeship program. Trainees are required to attend for all sessions as outlined in their program timetable. In the event that attendance requirements are not met, the employer will be notified and the trainee will, in the first instance be required to participate in a formal counselling session with the Program Group Coordinator and/or the on-the-job supervisor. Continued failure to attend as required may result in preclusion from the Traineeship program.

If the trainee will be absent for a scheduled off-the-job training session they must telephone the Program Administration Officer by 8.45 am on that day. If the trainee arrives later than the scheduled commencement time for their off-the-job training the roll will be amended to reflect the late arrival and the time will be counted towards the record of non-attendance which is provided to the employer. Private/personal appointments must not be made during scheduled off-the-job training/assessment sessions.

It is the responsibility of the trainee to collect from the course facilitator, information and handouts for those sessions for which they are absent.

II Professional Attire
For practical sessions in the off-the-job training trainees are required to wear clothing, which is suitable for clinical practice. The dress code for such sessions is outlined in the Student Handbook and Program Guide. Trainees who fail to adhere to the uniform/dress code may not be permitted to participate in class activities for that day. This may in some circumstances affect their ability to participate in some assessment sessions.

III Conduct at Off-the-Job Training
Trainees are required to conduct themselves at all times in a manner appropriate to their professional role as members of the dental team. They must conform to the RMIT and Department policies and procedures in relation to Equal Opportunity, Sexual Harassment, Occupational Health and Safety and Infection Control. Failure to adhere to these policies will in the first instance require the student to leave the class and undergo a formal counselling session with the Head of Department and may preclude the trainee from continuing with their studies. Breaches of these policies carry severe penalties both within the Department and under the law. The employer will be advised of any breach of the policies and the trainee may be precluded from continuing with their studies.

IV Assessment Policy
a) Attendance for Assessment
Trainees are required to conform to the requirements of the Program Assessment Policy and the specific requirements as outlined for each course.

Inability to attend a session where an assessment is scheduled requires the trainee to:

• Telephone the course facilitator (or if unavailable the Program administration officer) no later than 8.45 am on the day the assessment is scheduled.
• Complete a Special Consideration Form and lodge it within the time frame indicated by University policy
• Provide a medical certificate with the Special Consideration Form, to validate non-attendance.
• Arrange with the course facilitator to reschedule the assessment within three weeks of the original date of assessment.
Failure to:
• comply with the requirements outlined above, and/or
• attend for the rescheduled assessment
  will result in a grade of ‘Fail’ being awarded for the assessment which may preclude
continuance with the off-the-job training component of the program.

b) Submission of Assignments
The due date for the assignment is the last date for submission. In the event of unusual
circumstances requiring an extension, the trainee must approach the course facilitator in
advance of the due date for written permission to extend. The signed Assessment
Extension Advice form must accompany the submission.

Failure to submit work by the due date (unless an extension is granted or a medical
certificate is provided) will result in a grade of ‘Fail’ being awarded which may preclude
continuance with the off-the-job training component of the program.

c) Resubmissions and Resits for Assessments
For all courses two attempts to achieve competency are allowed. The first submission of
the assessment item is regarded as the first attempt. If competency is not achieved at this
time, one further opportunity to achieve the required outcome will be granted. Failure to
achieve competency by the designated time will result in a grade of ‘Fail’ being awarded.
The trainee will be required to attend a counselling interview with the course facilitator
and the Program Group Coordinator to review the ability to continue with the off-the-job
training component of the program.

In the event that a resit is required for a test it is the responsibility of the trainee to
arrange a resit appointment within three weeks of receipt of notice that competency was
not achieved. At least one week notice to the course facilitator of the date and time for
the resit appointment is required. In the event of absence for the designated resit
appointment the conditions as outlined in Section IV a) will apply.

A trainee who is required to resit a test and/or resubmit an assignment is advised to
contact the course facilitator prior to undertaking this task(s), to clarify areas requiring
improvement.

V Recognition of Prior Learning (RPL)
Applications for assessment of prior learning must be submitted at least 6 weeks prior to the
commencement of the course. Exemptions to this requirement relate to the courses which
commence during the first 6 weeks of the program. The trainee is required to attend all of the
scheduled sessions for courses for which application for assessment of prior learning is made,
unless they have received evidence of confirmation of attainment of RPL.

The trainee is required to present the evidence of confirmation of RPL to the course facilitator
prior to commencement of the course, and arrange an appointment with the Program Group
Coordinator (at least one week in advance of the commencement of the course) to determine
attendance requirements for off-the-job training.

I __________________________ have read and agreed to abide by the conditions of the off-
the-job training for the Certificate III in Dental Assisting (Traineeship) as outlined in the Student Handbook
and Program Guide 2003 and in this performance contract. I understand that breaches of this contract will
require notification of my on-the-job supervisor/employer and may result in my preclusion from continuing
with the off-the-job training component of the program.

_________________________  ________________________
Signature of Trainee                Date
Appendix B
Major Key Competencies

1. Collecting analyzing and organizing information
2. Communicating ideas and information
3. Planning and Organising Activities
4. Working with others and in teams
5. Using mathematical ideas and techniques
6. Solving problems
7. Using Technology

Appendix C
Health Training Package HLT02 Competencies (Australian National Training Authority)

UNIT HLTDA1A  Maintain infection control in dental practice
Elements
1. Monitor and maintain the cleanliness of the clinical and clinically related treatment rooms
2. Clean and sterilise dental procedural instruments, handpieces and autoclavable equipment
3. Maintain hygiene and personal protection
4. Dispose of dental surgery waste safely
5. Undertake the necessary measures to ensure prevention of transmission of infection

UNIT HLTDA2A  Follow occupational health and safety policies in dental practice
Elements
1. Follow workplace procedures for hazard identification and risk control
2. Contribute to the management of OHS
3. Utilise and implement strategies as directed to prevent infection in the workplace
4. Utilise strategies to prevent stress overload
5. Work in a safe manner
UNIT HTLDA3A Prepare for and assist during oral health care procedures
Procedures: Oral examination/diagnosis
   Restorative
   Endodontics
   Preventive, prophylactic; bleaching
   Periodontics
   Prosthodontics
   Exodontia/oral surgery
   Orthodontics

Elements
1. Prepare the dental surgery for oral health care procedures
2. Record personal, medical and dental details
3. Select and prepare syringe safely for local anaesthesia
4. Assist the operator during oral health care procedures
5. Select additional instruments, equipment, medicaments and materials during oral health care procedures

UNIT HLTDA4A Assist with dental radiography

Elements
1. Prepare patients for dental radiography
2. Maintain and prepare dental radiographic equipment and facilities
3. Process exposed radiographic film
4. Maintain stock of unexposed radiographic film and chemicals
5. Mount and store exposed radiographs

UNIT HLTDA5A Maintain and store instruments, equipment, materials and medicaments

Elements
1. Maintain dental surgery instruments and equipment
2. Store and control materials and medicaments

UNIT HDLTDA6A Assist in administration in dental practice

Elements
1. Communicate effectively with patients and other persons
2. Make and record appointments appropriate to patient and practice requirements
3. Handle and record basic financial transactions
4. Enter, update, remove and refile patient information in record systems
5. Recall patients
## Appendix D

### Sample of Program Timetable

### Dental Assisting Timetable

#### Groups 85 onwards

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
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</table>
| **Office Management**  
- Introduction to RMIT  
Group Co-ordinator & I.Gibbs  
CL | Surgery Basics  
- Dental Anatomy  
E.Schroeder  
CL | Self Managed Learning  
Literacy and Numeracy Tests  
Election – Group Representative  
CL | Surgery Basics  
- Microbiology and Infection Control  
C.McCarthy  
CL | Surgery Basics  
- Dental Assisting 1  
D.Jackson & K.Tsakmakis  
CL |
| **Surgery Basics**  
- Introduction to Dentistry  
Group Co-ordinator  
CL | Surgery Basics  
- Dental Anatomy  
E.Schroeder  
CL | Surgery Basics  
- Maintaining a Safe Workplace  
L.Jones  
CL & SC | Surgery Basics  
- Dental Assisting 1  
D.Jackson & K.Tsakmakis  
CL & SC |
| **Office Management**  
- Introduction to RMIT  
Group Co-ordinator & I.Gibbs  
CL | Dental Radiography  
- Introduction to Dental Radiography  
S.Fatone  
CL | Surgery Basics  
- Maintaining a Safe Workplace  
L.Jones  
CL & SC | Library  
Self Managed Learning  
CL | Surgery Basics  
- Dental Assisting 1  
D.Jackson & K.Tsakmakis  
CL & SC |
| **Tutorial**  
T | Tutorial  
T | Tutorial  
T | Tutorial  
T |

Please note this is a guide only - **subject to variation**. Please confirm prior to block. Public holidays may impact on timetable.
## Block 2

<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
</tr>
</thead>
</table>
| Surgery Basics – Microbiology and Infection Control  
C.McCarthy  
SC | Surgery Basics – Microbiology and Infection Control - Practical  
C.McCarthy  
SC | IT Session  
Comp Lab 1hr  
Self Managed Learning  
CL | Instrumentation/Equipment  
– Clinical Dental Assisting 1  
– Clinical Dental Assisting 2  
– Oral Surgery  
S.Fatone & K.Pope  
CL & SC | Surgery Basics – Maintaining a Safe Workplace  
L.Jones  
CL |
| Surgery Basics – Radiography  
– Dental Radiography  
E.Schroeder  
CL | Clinical Assessment  
– Clinical Dental Assisting 1  
L.Jones & K.Tsakmakis  
CL | Instrumentation/Equipment  
– Clinical Dental Assisting 1  
– Clinical Dental Assisting 2  
– Oral Surgery  
S.Fatone & K.Pope  
CL & SC | Surgery Basics – Maintaining a Safe Workplace  
L.Jones  
CL |
| Surgery Basics – Maintaining a Safe Workplace Lecture 2  
L.Jones  
CL | Radiography  
– Dental Radiography  
E.Schroeder  
CL | Clinical Assessment  
– Clinical Dental Assisting 1  
L.Jones & K.Tsakmakis  
SC | Surgery Basics – Dental Anatomy & Dental Histology  
S.Fatone  
SC | Surgery Basics – Dental Anatomy & Dental Histology  
E.Schroeder  
CL |
| Tutorial | Tutorial | Tutorial | Tutorial | Tutorial |

Please note this is a guide only - **subject to variation.** Please confirm prior to block. Public holidays may impact on timetable.
<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
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<tbody>
<tr>
<td>Clinical Assessment</td>
<td>Office Maintenance</td>
<td>Self Managed Learning</td>
<td>Clinical Assessment</td>
<td>Clinical Assisting</td>
</tr>
<tr>
<td>- Legal and Ethical Issues</td>
<td>- Telephone Operations In the Health Industry</td>
<td>- Dental Materials 2</td>
<td>- Oral Pathology</td>
<td>- Restorative Dentistry</td>
</tr>
<tr>
<td>C.McCarthy</td>
<td>- Dealing with Conflict in the Health Industry</td>
<td></td>
<td>- Periodontics</td>
<td>- Endodontics</td>
</tr>
<tr>
<td>9-12 CL</td>
<td>- Dealing with Customers and Clients</td>
<td></td>
<td>C.McCarthy</td>
<td>- Orthodontics</td>
</tr>
<tr>
<td>S.Fatone CL</td>
<td>CL</td>
<td>CL</td>
<td>CL</td>
<td>E.Schroeder</td>
</tr>
</tbody>
</table>

| Clinical Assessment        | Office Maintenance  | Clinical Assessment      | Clinical Assessment        | Clinical Assisting         |
| - Legal and Ethical Issues| - Telephone Operations In the Health Industry | - Oral Pathology         | - Oral Pathology           | - Restorative Dentistry   |
| C.McCarthy                 | - Dealing with Conflict in the Health Industry | - Periodontics           | C.McCarthy                | - Endodontics              |
| 9-12 CL                    | - Dealing with Customers and Clients | | 9-12 CL                   | - Orthodontics             |
| S.Fatone CL                | CL                   | CL                        | CL                         | E.Schroeder                |

| Clinical Assessment        | Clinical Assessment  | Clinical Assessment      | Surgery Basics             | Clinical Assisting         |
| - Dental Materials         | - Oral Surgery       | - Dental Materials 2     | - Preventive Dentistry    | - Restorative Dentistry   |
| E.Schroeder                | C.McCarthy           | E.Schroeder              | K.Tsakmakis               | - Endodontics              |
| 1-4 CL                     | SC                   | CL                        | 1-4 CL & SC               | - Orthodontics             |
| Tutorial T                 | Tutorial T           | Tutorial T               | Tutorial T                | Tutorial T                |

Please note this is a guide only - **subject to variation**. Please confirm prior to block. Public holidays may impact on timetable.
### Block 4

<table>
<thead>
<tr>
<th>Mon</th>
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Please note this is a guide only - subject to variation. Please confirm prior to block. Public holidays may impact on timetable.
## Block 5

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Appendix E

Written Assessment Criteria

Certificate III in Dental Assisting                           C3138

Health Training Package HLT02

Written Assessment Criteria

The following list is a minimum standard required for all written assessments:

**Competent/ Pass (PX)**

- All questions answered in full and competently
- Appropriate dental terminology is used
- Word processed when applicable
- Presentation of work meets the requirements as outlined in the student handbook and as advised by the individual course facilitators
- Submitted by the due date, as per training plan
- Evidence of reading prescribed texts and other sources
- Referenced work and research
- Bibliography listed
- Analysis of topic and demonstrated understanding of information submitted
- Use of diagrams to support information, where applicable
- Student’s own work. Plagiarism will not be tolerated. Access to RMIT policy can be via www.rmit.edu.au

All criteria must be met

**Competency Not Achieved (R/S)**

If the requirements are not met completely, a student will be required to resubmit their assessment task with a time frame of 2 weeks for completion.

Failure to meet the requirements will result in a NN (fail) grade. Re-enrolment, which attracts an additional fee, will then be necessary to complete the program.
Appendix F
Guidance on Correct Referencing

For most of your written assignments you will need to research and consider other peoples ideas. When you use these ideas in your own written work, you must credit the sources within the main body of your assignment and by creating an accurate bibliography. This is called information citation and it is an essential part of your tertiary work.

Why do we have to reference material?

When you present a finished assignment, you should include in it, a bibliography - that is a list of books, journals, and websites, people you have interviewed and other materials/methods you have used to gather your information. If you do not do this you will be penalized because:

➢ Your work may lack credibility

Your teacher will know that all the ideas/arguments/evidence are not yours, but where do they come from? What has influenced them? Have they come from a reliable source or not?

➢ You and your readers will be unable to trace useful material again

Wherever your information originated, your bibliography should give all the information necessary so that your reader could go to a library or bookshop and borrow or buy it.

➢ You could be charged with plagiarism

Plagiarism is stealing the writings or ideas of other's - literary theft. It happens when innocently or not - you pass off other people's ideas as your own.

Learning Skills Unit 1999

Refer to the RMIT Certificate III in Dental Assisting Students Handbook and Course Guide 2003 and to the RMIT University Homepage

Harvard referencing system.

This form of referencing is widely accepted at RMIT and is also known as "author, date" system. The source is immediately acknowledged after the quote, i.e. (Torres & Ehrlich 1999 pg. 334) with an in-depth reference to the quote in the bibliography. The bibliography also contains any materials that you have referred to and did not quote directly.

Bibliography.

Examples.
Details required:
➢ Surname of author, followed by initial letter/s of the forenames
➢ Year of publication (in brackets), followed by a comma
➢ Title in of publication (in *italics* or *emboldened*) followed by a comma
➢ Edition (if not the first)
➢ Place of publication, followed by a comma
➢ Publisher
➢ Page number/s (abbreviated to p/pp) if not given in text.
1. Print media

- **Textbooks**

- **Journals**
  Daly, Cg., Marshall RL., Lazarus, R., Scientific Article *Australian Dentist's views on toothbrush wear and renewal*, The Australian Dental Journal 2000;45(4);254-258

- **Brochures and pamphlets**
  *"G C." Options, for the treatment of the initial carious lesion*, G C Corporation, Tokyo.

- **Periodicals and newspaper articles**

- **Cartoons**
  'Customer behavior theory', cartoon, in, Faculty of Para Dental Studies; *Dealing with Customers and Clients*, 1997, p.12

2. Electronic media

- **CD ROM**
  "*A guide to infection control*" (2000), (CD-ROM), Ansell Healthcare Australia

- **Internet**

3. Other references

- **Appendices**
  Sensodyne, *Dental Conditions Atlas* (See Appendix 1)

- **Interviewing personal**
  (Jones, D. Dr. (2001) (Pers. Comm), Dr. Jones Dental Surgery, Melbourne

- **Video Cassettes**
  *Dental Assisting in Endodontics*, VHS, Colour, 24 minutes, Medical Image Productions, South Australia