NATIONAL EXAMINING BOARD FOR DENTAL NURSES

National Diploma in Dental Nursing Qualification
Service Level Agreement

PURPOSE

The purpose of the Service Level Agreement (SLA) is to formalise the roles and responsibilities of all partners in the delivery of training and assessment for Dental Nurses working towards the NEBDN National Diploma in Dental Nursing.

The agreement should ensure effective provision of training and assessment as provided by Employers and Course Providers. It must be signed by all partners and / or their representatives prior to acceptance of a student on a course of training.

The SLA sets out the guiding principles necessary for the establishment of an effective training and working environment consistent with health and safety legislation, NEBDN Quality Assurance policies and current GDC guidelines.

The SLA must be completed prior to the course provider accepting a student on to the training programme. Failure of the Employer to complete and sign the SLA will result in the student not being accepted into an NEBDN accredited programme.

PARTNERS

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<th>Course Provider</th>
<th>Employer</th>
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<tr>
<td>Named Representative</td>
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<td>Address</td>
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Services and Requests to be provided under this agreement by the involved parties are outlined below.

COURSE PROVIDER

………………………………………… (insert Course Provider name) are committed to providing the following services for as long as training towards the NEBDN National Diploma for Dental Nurses is being provided on behalf of the employer.

………………………………………… (insert Course Provider name) will;

- Deliver a course which meets the requirements of the NEBDN Accreditation process.
- Provide all necessary training and educational support necessary in order to allow any individual student the opportunity to complete the programme of training, providing that the individual meets all academic, disciplinary and pre IDC registration requirements and remains compliant with the aforementioned throughout the duration of the programme.
- Provide written constructive feedback on the student’s performance in assessments and the Record of Experience (RoE).
- Have a named GDC registrant in charge of quality assurance, content delivery and programme design.
- Provide occupationally competent tutors to deliver training which meets the requirements of the NEBDN Curricula.
- Provide Internal Moderators to quality assure the completion of the RoE who hold current GDC registration.
- Keep records of professional qualifications, training / assessment qualifications and GDC registration of all staff.
- Provide clear factual information in regard to the course requirements including the following: duration, fees, assessments, course content, Student Fitness to Practise arrangements, coursework submission dates and the roles and responsibilities of the Course Provider, employer and student.
- Have in place a course provider Student Fitness to Practise policy which clearly defines the role, responsibility, procedure and support in dealing with student fitness to practice issues.
- Will inform NEBDN of any student fitness to practice issues.
- All course providers must provide each student with the following information at the beginning of their programme
  - GDC Standards for the Dental Team
  - GDC Student Fitness to Practise guidance
  - The Course Providers Student Fitness to Practice policy, procedures and support available
- Have a clear recruitment policy.
Complete a formal initial assessment for Literacy during induction.

Monitor compliance with the requirement for all witnesses to complete the NEBDN training programme prior to undertaking any activity within the RoE.

Sample the RoE using an NEBDN approved sampling strategy and recording system.

Conduct assessments which adequately prepare the students for the requirements of the final examination.

Monitor student attendance and behaviour and report to the employer if there are any concerns.

Meet the requirements of NEBDN when entering students for the final examination.

Quality assure the programme at regular intervals making improvements as necessary.

Provide all the above services in line with the Equality Act 2010 and all relevant Health and Safety legislation.

I agree to provide the services outlined above for the defined period.

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<tr>
<th>Signed</th>
<th>Date</th>
<th>Print Name</th>
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On behalf of …………………
(insert name of course provider)

EMPLOYER

……………………………………. (insert Employer/ placement name) are committed to providing the following services for as long as training towards the NEBDN National Diploma for Dental Nurses is being provided by the course provider.

……………………………………. (insert Employer/ placement name) will;

- Allow the student to attend the training programme according to a pre-notified timetable.
- Ensure that the student will receive appropriate workplace training and supervision.
- Ensure that all Patients are made aware that they are being treated by students and give consent
  - Patients must be provided with information about the student’s and supervisor’s roles, what standards they can expect from dental professional student, what they should do if they wish to provide feedback and/or are unhappy with the care they have been given.
- Ensure the student has access to all the procedures required in the RoE (See Appendix A).
- Liaise with the Course Provider if they have any concerns with a student’s progression and / or performance.
• Appoint a named mentor who is GDC registered and has the appropriate knowledge and skills to support and provide guidance to the student. The appointed mentor will be allowed adequate time to carry out their duties.
• Ensure that all witnesses complete the NEBDN Witness training programme prior to undertaking any activity within the Record of Experience
• Accept responsibility for ensuring that witness feedback on the individual Practical Experience Record sheets (PERs) is completed fully and is constructive
• Accept responsibility for ensuring witnesses comply with the agreed seven calendar day sign off period for completion of witness statements.
• The employer shall allow Course Provider’s staff and or representative reasonable access to students in order to enable them to monitor and assess the student’s progress.
• If and when a member of the Course Providers staff is required to work from an employer’s workplace, the employer will afford them all necessary support and facilities to assist them in fulfilling their role. This includes ensuring through a process of induction that Training Provider personnel remain compliant with Health and Safety Legislation and are aware of the employers procedures.
• Notify the course provider if there is an incident that could have an impact on the student fitness to practice.
• Ensure compliance with the Ionising Radiation (Medical Exposure) Regulations 2000.
• Fund all Enhanced DBS and Occupational Health Assessments (including any necessary immunisations).
• Provide all the above services in line with the Equality Act 2010 and all relevant Health & Safety legislation.
I agree to provide the services outlined above for the defined period.

Signed  
Date  
Print Name

On behalf of ………………………
(insert name of employer/placement)

NATIONAL EXAMINING BOARD FOR DENTAL NURSES (NEBDN)

NEBDN are committed to providing the following services for as long as the Course Provider remains accredited.

All course providers are required to go through a submission process with the NEBDN to ensure course provision meets the Quality Standards set out in the Accreditation process and procedures. Course Providers must ensure all employers and students are made aware in the course information that if full accreditation status is not met students will be unable to sit the final examination.

NEBDN will;
- Provide up to date, fair and reliable assessment processes across all examinations
- Provide equality of opportunity (within safe guidelines) regardless of age, race, disability, gender etc. as outlined in the Equality Act 2010 throughout all examination provision
- Provide all required documentation to enable individual students to access the final examination.
- Provide adequate notification of the timetable of submission dates for the final examination
- Provide advice, support and guidance to the student, the Training Provider and the employer.

GENERAL TERMS AND CONDITIONS - SERVICE DISPUTE

COURSE PROVIDER
Should any issue arise in relation to the quality of the education being offered by the Course Provider attempts should be made to resolve them directly with the Course Provider following their documented complaints procedure. Only in the event of the complaints procedure having been exhausted and the issue not being satisfactorily resolved should NEBDN be contacted.
EMPLOYER
Should any issue arise in relation to the quality, amount and type of services being offered by the Employer / Placement attempts should be made to resolve them directly with the Employer. Only in the event of the issue not being satisfactorily resolved should the Course Provider consider removing the student dental nurse from training.

NEBDN
Should any issue arise in relation to the quality, amount and type of services being offered by NEBDN attempts should be made to resolve them directly with NEBDN following their documented complaints procedure.
RECORD OF EXPERIENCE
REQUIRED CLINICAL PROCEDURES

As part of the NEBDN National Diploma in Dental Nursing, students must assist with a range of procedures in the surgery. The student will have to complete a Personal Experience Records for a range patients being treated in the surgery as follows:

UNIT 1

1.1 Preparing and Maintaining the Clinical Area
Three practical experience record sheets to be completed which includes one from each of the following:
- Restorative procedure
- Periodontal procedure
- Extraction

1.2 Sterilisation Process
Three practical experience record sheets to be completed which includes one from each of the following:
- Restorative or Periodontal procedure
- Extraction
- Handpieces

1.3 Disinfection of Impressions
 Four practical experience record sheets to be completed which includes two from each of the following:
- Alginate
- Elastomer

In addition the following learning outcomes will be completed:
- Demonstrate disinfecting a range of impressions
- Outline a list of the emergency drugs and equipment held in their clinical area
- Answer questions relating to GDC ‘Standards Guidance’ document
- Answer questions relating to the Infection Control policy in their clinical area
- Personal Development Plan

UNIT 2

2.1 Assisting with Preventative Procedures
Three practical experience record sheets to be completed which includes one from each of the following:
- Scale and polish procedure
- Fissure sealant
- Topical fluoride application (one or more teeth)

In addition the following learning outcomes will be completed:
- Answering questions relating to relevant oral health advice for a variety of patient scenarios
• Label a dentally specific anatomical diagram
• Answer questions relating to booking appointment procedures in their workplace
• Medical History
• Drugs

UNIT 3
3.1 Clinical Assessment
Three practical experience record sheets to be completed which includes one from each of the following:
• New patient
• Existing patient
• Emergency patient

3.2 Assisting in the Taking and Processing of Radiographs
Three practical experience record sheets to be completed from any of the following:
• Intra Oral Film
• Extra Oral Film

In addition the following learning outcomes will be completed:
• Forensic notation
• FDI notation
• Periodontal Charting
• Label a radiographic film packet
• Label a developing system
• Treatment planning

UNIT 4
4.1 Cavity Restoration Procedure
Three practical experience record sheets to be completed from any of the following:
• Amalgam
• Composite
• Glass Ionomer

4.2 Endodontic Procedure
Four practical experience record sheets to be completed from any of the following:
• Pulpectomy
• Pulpotomy
• Apicectomy
4.3 Fixed Prosthesis Procedure
Four practical experience record sheets to be completed which include two from each of the following:
- Preparation Procedure
- Fit Procedure

4.4 Removable Prosthesis Procedure
Eight practical experience record sheets to be completed which include two from each of the following:
- Impression stage
- Jaw Registration stage
- Try-In stage
- Fit stage

In addition the following learning outcomes will be completed:
- Demonstrate in assisting in endodontics procedures
- Demonstrate assisting in the preparation and fitting of a range of fixed prostheses
- Demonstrate assisting in the preparation and fitting of a removable prostheses
- Produce a range of completed laboratory prescription sheets
- Label a restorative related diagram

Unit 5
5.1 Extraction Procedure
Three practical experience record sheets to be completed from any of the following:
- Simple extraction (tooth or root)
- Surgical extraction (tooth or root)

5.2 Local Anaesthesia Procedure
Four practical experience record sheets to be completed which include two from each of the following:
- Inferior Dental Block
- Infiltration

In addition the following learning outcomes will be completed:
- Demonstrate setting up a local anaesthetic syringe for various procedures
- Describe the post-op advice you would give to a patient after a simple extraction procedure
- Label a diagram and answer related questions
- Describe oral hygiene advice for an orthodontic patient
- Anxious patient
Please Note:
Students are expected to provide evidence of having seen at least one patient from each of the following patient groups during completion of their ROE:

- Adult
- Elderly
- Child
- Patient with Special Care Requirement

This form is used for recording Student, Employer and Course Provider details. This means that NEBDN will monitor the details you have provided to ensure compliance. Please refer to our Privacy Notice at www.nebdn.org for further information.