

UNIVERSITY OF GREATER MANCHESTER
QUEENS DENTAL SCIENCES CENTRE
BSc (HONS) DENTAL TECHNOLOGY
SEMESTER TWO EXAMINATION 2024/2025
PREPARING FOR PRACTICE AND STUDY SKILLS
MODULE NO: DNT4101

Date: Friday 16 May 2025

Time: 10.00 am – 12.00 noon

INSTRUCTIONS TO CANDIDATES:

There are 12 questions on this paper.

Answer ALL questions.

There are a total of 100 marks available.

The pass mark is 40%.

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1. List the nine principles outlined in the 'Standards for the Dental Team'.

9 marks

2. Scope of Practice is a way of describing what a dental care professional is trained and competent to do. It describes the areas in which a professional has the knowledge, skills and experience to practise safely and effectively in the best interests of patient.

- a) Identify **six** activities a dental technician can undertake, as indicated in the 'Scope of Practice' by the General Dental Council (GDC).
(up to 12 marks)

- b) With additional training which **two** activities could a dental technician undertake in the clinic while working with a dentist or clinical dental technician?
(2 marks)

- c) According to Principle 7 'Maintain, develop and work within your professional knowledge and skills' from the 'Standards for the Dental Team', what must you do?
(6 marks)

Total 20 marks

3. Direct Access

- a) Explain what you understand by the term direct access.
(3 marks)

- b) Identify the single service a registered Dental Technician can provide independently in relation to direct access.
(1 mark)

Total 4 marks

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4. Raising concerns.

- a) Briefly explain the general purpose of Principle 8 'Raise concerns if a patient is at risk'.

(3 marks)

- b) You have noticed that a colleague of yours, who is a dental care professional, is in breach of the Standards set by the GDC. Discuss the steps you are going to take to address this.

(5 marks)

Total 8 marks

5. Which dental care professionals require indemnity insurance?

1 mark

6. Enhanced Continuing Professional Development (CPD).

- a) According to the GDC, what are the requirements of CPD hours for dental technicians?

(3 marks)

- b) If you were inspected by the GDC, what documentation do you need to present for your completed CPD to be accepted?

(3 marks)

Total 6 marks

7. Principle 6 from the 'Standards for the Dental Team' states that you must "Work with colleagues in a way that is in patients' best interest". What can the patient expect with regards to this principle?

2 marks

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8. Effective communication.

- a) According to the 'Standards for the Dental Team', what can a patient expect when communicating with a dental care professional.

(10 marks)

- b) Identify **two** potential barriers to communicating with patients effectively.

(2 marks)

Total 12 marks

9. If you decide to outsource or sub-contract the manufacture of a dental appliance outside of the UK and do not use a GDC registered technician, what extra responsibilities do you take on and why?

8 marks

10. List the 9 protected characteristics and identify the act from which they are derived, including the year.

11 marks

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11. Data protection and complaints handling.

- a) According to Principle 4 'Maintain and protect patients' information', patients expect to be able to access their dental records upon request. What else are the patients expecting in terms of their records and personal details?

(4 marks)

- b) A newly qualified dental technician shared a patient case on their social media with the purpose of asking other dental care professionals for an advice about appliance design. The patient was not made aware of that. Briefly explain what can go wrong when sharing images of patient cases on social media and what are the consequences of this.

(4 marks)

- c) The patient from question 11c) contacts the dental laboratory to complain and seek explanation about the social media. The patient feels upset as some of the people who have seen the post are also their colleagues. Outline what the laboratory must do according to Principle 5 'Have a clear and effective complaints procedure'.

(5 marks)

- d) List two of the responsibilities that a dental care professional has when dealing with complaints.

(2 marks)

Total 15 marks

12. Outline some of the steps a dental technician can take to support the strategies for prevention of oral health disease.

Up to 4 marks

END OF QUESTIONS