

<b>1. TITLE OF THE CERTIFICATE (DE)<sup>(1)</sup></b>
<b>Zeugnis Zahnärztliche Assistenz</b>
<sup>(1)</sup> in original language

<b>2. TRANSLATED TITLE OF THE CERTIFICATE (EN)<sup>(2)</sup></b>
<b>Certificate Dental Assistance</b>
<sup>(2)</sup> If applicable. This translation has no legal status.

<b>3. PROFILE OF SKILLS AND COMPETENCES</b>
<p>Provision of support to dental practitioners as well as specialists in oral and maxillo-facial surgery in the treatment and care of patients as well as performance of organisational and administrative tasks in dental surgeries.</p> <p><u>I. Administration</u>  Administrative work: recording and processing patient data; setting up filing systems, performing registration and archiving tasks in compliance with storage periods (patient documentation); managing case histories; processing incoming and outgoing mail, handling correspondence, completing forms, complying with documentation obligations under various legislation (e.g. radiation protection, medicinal products, waste management); preparing dental certificates). Procurement and management of material: identifying the need for purchasing goods, medicinal products and materials; placing orders; handling incoming and outgoing goods; checking orthodontic material and laboratory invoices; properly storing and monitoring materials and medicinal products. Accountancy: processing payments, recording and checking incoming and outgoing payments; dunning; invoicing: applying fee scales and contract provisions; explaining therapy and cost plans and informing about cost elements; recording services rendered for insurers and contributing to the rendering of accounts; applying fundamental provisions of social insurance legislation; knowing the functioning of e-cards and handling them; co-operating in the organisation of the dental emergency service in the surgery.</p> <p><u>II. Work organisation and quality management</u>  Organisation of the training surgery: explaining the structure, tasks and functional areas of the surgery; handling, servicing and maintaining the devices and instruments of the training surgery; identifying malfunctions of devices and deficiencies in instruments and taking measures to eliminate them; working in the dental surgery team: integrating into the dental surgery team, cooperating with colleagues and working autonomously, systematically planning the performance of work steps; quality and time management: cooperating in quality improving measures; planning patient appointments; organising follow-up appointments; coordinating needs-oriented time schedules with dental laboratories; data protection and security: taking account of data protection and security in line with legislation</p> <p><u>III. Patient management:</u>  Providing telephone support to patients and arranging appointments; communicating in consideration of different patient groups; conducting conversations oriented to persons and situations; informing patients and accompanying persons about surgery processes for diagnosis, treatment, follow-up appointments, administration and settlement of accounts and motivating them to cooperate; providing explanations and help in drawing up the case history; adjusting to specific situations and behaviours of patients; supporting patients before, during and after treatment taking account of their expectations and wishes; contributing to building patient loyalty in a responsible manner; taking account of special aspects in relations with different patient groups, especially with anxious, handicapped and dependent persons, patients at risks and children; behaviour in conflict situations: avoiding conflicts by preventive actions; recognising and assessing conflicts; contributing to resolving conflict situations.</p> <p><u>IV. Assistance in all specialties in consideration of different patient groups</u>  Preparing the workplace, instruments and materials; preparing patients for dental treatment; properly applying fluid removal and holding techniques; assisting in all treatment measures; preparing and processing medicinal products and materials; knowing common dental tools, their use and maintenance; documenting treatment processes; taking account of the effects of materials; preparing the prescription of medicinal products; helping in case of incidents and accidents (recognising symptoms of dangerous conditions, in particular shock, cardio-respiratory arrest, loss of consciousness, strong bleeding and allergies), taking measures, calling the ambulance service; cooperating in measures taken by the dental practitioner in case of incidents; providing first aid in case of accidents, especially when there are infection potentials.</p> <p><u>V. Assistance in conservative dentistry</u>  Removing oral fluids; draining the work field; assisting in placing fillings; polishing fillings, preparing temporary fillings, assisting in root canal treatments.</p> <p><u>VI. Assistance in prosthetic dentistry</u>  Assisting in prosthetic work; assisting in making impressions; planning and situation models; preparing means for impressions and bite registration; removing excessive cement; assisting in cord placement; preparing temporary restorations and cooperating in repairs of plastic dentures; assisting in repairs; archiving and making models and working materials and archiving them.</p> <p><u>VII. Assistance in dental surgery</u>  Assisting in preparing surgical interventions; knowing commonly used surgical instruments; assisting in all surgical treatments; knowing the procedures used in different surgical interventions</p> <p><u>VIII. Prophylaxis</u>  Explaining the causes and development of caries and periodontal diseases; explaining patients the possibilities of caries and periodontal prophylaxis, in particular oral hygiene, tooth-friendly diet and fluoridation and motivating them for oral hygiene; instructing patients on teeth cleaning techniques and informing them about suitable tools for oral hygiene; assisting in local fluoridation measures; dyeing plaque; documenting prophylaxis measures.</p> <p><u>IX. Assistance in orthodontics</u>  Assisting in all orthodontic treatment procedures; assisting in preventive and therapeutic measures for tooth malpositions and malocclusions; photographic documentation.</p> <p><u>X. X-ray and radiation protection</u>  Explaining the functioning of radiography equipment; explaining the principles of x-ray generation and the biological effects of ionising radiation; taking measures of radiation protection for patients and staff; applying intra-oral and extra-oral imaging techniques; observing inquiry, recording, information, control and documentation obligations, taking appropriate measures, processing films and images; assisting in measures of error analysis and quality assurance</p> <p><u>XI. Hygiene and the environment:</u>  Pointing out measures to prevent infections; knowing the importance of hygiene for the surgery; implementing measures of the hygiene chain based on the surgery's hygiene plan; hygienic and technical maintenance at the workplace; cleaning, disinfecting and sterilising treatment instruments and devices; identifying risks for occupational safety and health, taking measures to prevent them and informing the persons responsible under labour legislation; waste disposal and environmental protection; avoiding environmental impacts of the training surgery (waste disposal and separation); using possibilities of environmental-friendly energy and material use; avoiding waste.</p>

<b>4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE<sup>(3)</sup></b>
In particular, employment with self-employed dental practitioners or specialists in oral and maxillo-facial surgery, dental group practices or medical group practices in which at least one of the partners is a specialist in oral and maxillo-facial surgery, university clinics of dentistry or university clinics of oral and maxillo-facial surgery, outpatient dental clinics or other hospitals within the framework of a department or other organisational unit of dentistry or oral and maxillo-facial surgery.
<sup>(3)</sup> if applicable

**(\*) Explanatory note**  
This document has been developed with a view to providing additional information on individual certificates; it has no legal effect in its own right. These explanatory notes refer to Decision No. 2241/2004/EC of the European Parliament and the Council of 15 December 2004 on a single Community framework for the transparency of qualifications and competences (Europass).  
Any section of these notes which the issuing authorities consider irrelevant may remain blank.  
More information on transparency is available at: <http://europass.cedefop.europa.eu> or [www.europass.at](http://www.europass.at)

<b>5. OFFICIAL BASIS OF THE CERTIFICATE</b>	
<b>Name and status of the body awarding the certificate</b> Course on dental assistance; for the address, see the certificate	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Federal Ministry of Labour, Social Affairs, Health and Consumer Protection
<b>Level of the certificate (national or international)</b> ISCED 3C Certificate pursuant to Article 11 (b) of Directive 2005/36/EC	<b>Grading scale / Pass requirements</b> <u>Individual examinations:</u> excellent (1); good (2); satisfactory (3); sufficient (4); not sufficient (5) <u>Overall rating of the performance at the final exam before the examination commission</u> pass with distinction; pass; fail
<b>Access to next level of education/training</b> Specialisation in prophylaxis assistance	<b>International agreements</b>
<b>Legal basis</b> <i>Zahnärztegesetz</i> (Dental Practitioners Act), Federal Law Gazette I No. 126/2005, as amended in Federal Law Gazette I No. 38/2012 ( <i>Zahnärztliche Assistenz-Gesetz</i> — Dental Assistance Act) <i>ZASS-Ausbildungsverordnung</i> (Ordinance on Dental Assistance Education and Training), Federal Law Gazette II No. 283/201	

<b>6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE</b>
Training in a dental assistance course under the <i>ZASS-Ausbildungsverordnung</i> (Ordinance on Dental Assistance Education and Training)
<p><b>Additional information</b></p> <p><b>Entry requirements:</b> Successful completion of the ninth school grade or passed basic education exam, employment contract and declaration of consent by the employer, medical fitness; trustworthiness; Admission test or interview. The head of the course on dental assistance decides on admission in agreement with the legal entity offering the course.</p> <p><b>Duration of education and training:</b> 3 years (3,600 hours) of dual training</p> <p><b>Theoretical instruction:</b> 600 hours</p> <p><b>Subjects:</b> Legislation relevant for the profession: introduction to healthcare law, basic labour and social security legislation; first aid and occupational safety; general and dental-specific anatomy, histology and physiology; pathology of the stomatognathic system; orthodontics; periodontology and prophylaxis; hygiene, microbiology, environmental protection; physics and biochemistry; introduction to pharmacology; nature and ethics of the profession; applied psychology and communication; administration and organisation (accountancy, correspondence and surgery organisation, rendering accounts to social insurers); x-rays and radiation protection; instruments, devices and materials; conservative dentistry; prosthetic dentistry; dental surgery; practical exercises: prosthetic dentistry, prophylaxis</p> <p><b>Principles of education:</b> Orientation to situations and actions in discussing topics, issues and problems in training; learning from examples to give preference to developing and understanding basic principles and fundamental knowledge over superficial knowledge transfer; consideration of the didactic principle "from simple to complex issues"; promotion of key competences as a prerequisite of the situation-specific application of professional competence in the fields of activities; possibility to use e-teaching and e-learning if appropriate technical equipment is available, which is however limited to a maximum of 50% of theoretical instruction and is not permitted for examinations and practical exercises; integration of theoretical and practical training to permit an optimal theory-practice transfer.</p> <p><b>Practical training:</b> 3,000 hours, in the amount of at least 24 hours per week, in employment with a dental practitioner or specialist in oral and maxillo-facial surgery, dental or medical group practice, university clinic of dentistry or university clinic of oral and maxillo-facial surgery, outpatient dental clinic or other hospital within the framework of a department or other organisational unit of dentistry or oral and maxillo-facial surgery. The course participants are integrated in a team in practical training and actively participate in the relevant activities.</p> <p><b>Principles of training:</b> The course participants are integrated in a team in practical training and actively participate in the relevant activities. The competences acquired during practical training are documented by the participants in a form corresponding to the qualification profile that is supplied by the course. Within the framework of practical training, the person in charge of training may provide guidance to a maximum of two trainees or, if at least one trainee is in the second or third year of training, a maximum of three persons at the same time. The suitability of a workplace has to be ensured with a view to safety and health. To ensure an optimal theory-practice transfer, the practical guidance they receive from the person in charge of training is provided with continuous feedback to the course management.</p> <p><b>More information</b> (including a description of the national qualification system) is available at: <a href="http://www.zeugnisinfo.at">http://www.zeugnisinfo.at</a> and <a href="http://www.bildungssystem.at">http://www.bildungssystem.at</a> <b>National Europass Centre:</b> <a href="mailto:europass@oead.at">europass@oead.at</a> Ebendorferstraße 7, A-1010 Vienna; Tel. + 43 1 53408 ext. 684 or 685</p>