

# National Essential Entry-to-Practice Competencies

The National Essential Entry-to-Practice Competencies (NEETPC) are competencies and performance indicators which describe the knowledge, skill, ability, and judgment that a fully licensed Dental Technologist / Technician (RDT) will require at the beginning of their careers. These competencies and indicators are a *subset* of the National Essential Competencies for Dental Technology Practice in Canada, 2019 (NEC), which were designed to encompass competencies across the career span. The entry-to-practice competencies and indicators were identified through a comprehensive process involving both focus groups and an online survey and comprised a nationally representative sample of practicing RDTs.

LEGEND	
E2P	Entry to Practice

Core Competency	Level
<b>Unit 1: Foundational Knowledge</b>	<b>E2P</b>
<b>1.1 Demonstrate knowledge of biology and of head and neck anatomy related to dental technology practice.</b>	<b>E2P</b>
1.1.a Identify basic biological systems and their function relevant to dental technology.	E2P
1.1.b Identify the basic elements of human anatomy, physiology, and pathology relevant to dental technology and appliances.	E2P
1.1.c Identify the craniofacial anatomy to provide the working boundaries of dental prostheses and appliances.	E2P
<b>1.2 Apply knowledge of oral structures, tooth morphology, and oral pathology to dental technology.</b>	<b>E2P</b>
1.2.a Define the structure and function of the teeth and supporting tissues, tooth arrangement, and tooth numbering systems.	E2P
1.2.b Identify occlusal interdigitations of teeth.	E2P
1.2.c Identify and demonstrate knowledge of aspects of occlusion and Angle's classification of occlusion.	E2P
1.2.d Recognize diseases and abnormalities that may impact dental health.	E2P
1.2.e Demonstrate an understanding of the impact of dental health and functionality on a patient's overall health.	E2P
1.2.f Apply knowledge of the mechanics and movement of the mandible and of the mechanical devices that simulate it.	E2P
<b>1.3 Apply basic principles of physics and chemistry to the practice of dental technology.</b>	<b>E2P</b>
1.3.a Explain basic physics and chemistry principles as they relate to dental technology, including dental materials.	E2P
1.3.b Apply knowledge of force, heat, electricity, light, sound, chemical elements, mechanics, and other principles that are related to dental technology.	E2P

<b>1.4 Apply foundational knowledge of materials commonly used in Canadian dental technology practice.</b>	<b>E2P</b>
1.4.a Identify the different classifications of materials used in the design, fabrication, and repair of dental prostheses and appliances.	E2P
1.4.b Demonstrate awareness of dental-materials and medical device restrictions under the regulatory authority of the Health Protection Branch of Health Canada.	E2P
1.4.c Summarize the characteristics and the physical and mechanical properties of dental materials.	E2P
1.4.d Select and utilize dental materials best suited for specific dental prostheses and appliances, considering the materials' characteristics and properties.	E2P
1.4.e Explain the effects of manipulation on different types of dental materials.	E2P
1.4.f Recognize and remedy possible defects which can result from the manipulation of dental materials.	E2P

<b>1.5 Apply basic mathematical principles to design and fabricate functional dental prostheses and appliances.</b>	<b>E2P</b>
1.5.a Demonstrate knowledge of basic geometry in all aspects of design and fabrication.	E2P
1.5.b Perform accurate calculations and measurements, in accordance with manufacturer's instructions, to ensure precision of the dental prosthesis or appliance.	E2P

<b>1.6 Demonstrate awareness of the common oral and maxillofacial-related prostheses and appliances.</b>	<b>E2P</b>
1.6.a Recognize oral and maxillofacial health conditions and surgical procedures that necessitate the design and fabrication of various dental prostheses and appliances.	E2P
1.6.b Identify the basic steps in the design and fabrication of related prostheses and appliances for oral and maxillofacial treatment options.	E2P

<b>1.7 Demonstrate knowledge of key design and fabrication principles and technical skills used in dental technology.</b>	<b>E2P</b>
1.7.a Describe indications and contraindications for and limitations of dental prostheses and appliances.	E2P
1.7.b Identify different components of dental prostheses and appliances.	E2P
1.7.c Analyze the design, fabrication, and material requirements of functional dental prostheses and appliances.	E2P
1.7.d Demonstrate the manual dexterity and spatial perception required for handling dental technology instruments.	E2P
1.7.e Apply digital technology skills to support the design and fabrication of dental prostheses and appliances.	E2P
1.7.f Apply the principles of shade matching and colour measurement, and communicate colour parameters.	E2P

**Core Competency****Level****Unit 2: Environmental Safety and Use of Laboratory and Equipment****E2P**

**2.1 Demonstrate knowledge of key design and fabrication principles and technical skills used in dental technology.**

E2P

2.1.a Apply knowledge of pathogenic diseases and of microbiology in the transmission of disease related to the practice of dental technology.

E2P

2.1.b Follow laboratory infection-prevention and -control principles in accordance with provincial and federal regulations and manufacturers' requirements.

E2P

2.1.c Use the appropriate reprocessing procedures to clean and disinfect all instruments, equipment, and work surfaces.

E2P

2.1.d Follow Standard Precautions to reduce the risk of transmission of bloodborne diseases and other pathogens from both recognized and unrecognized sources.

E2P

**2.2 Undertake activities that support safe use and handling of dental materials and reduce risk in the environment.**

E2P

2.2.a Identify and manage the potential dangers associated with the use of dental materials and bio-hazardous materials.

E2P

2.2.b Take necessary steps to reduce risk to self and others when handling all materials.

E2P

2.2.c Demonstrate knowledge of Workplace Hazardous Materials Information System (WHMIS) standards, including classifications, labelling of chemicals, and safety data sheets.

E2P

2.2.d Follow WHMIS standards when using chemicals and if a chemical incident occurs.

E2P

2.2.e Follow health and safety practices as they relate to dental technology.

E2P

2.2.f Follow manufacturers' instructions and demonstrate proper handling and storage of materials and solutions.

E2P

2.2.g Identify and act to reduce potential or real risks in the laboratory environment (e.g.: falls due to spills, injury due to faulty equipment, unsafe use of equipment, unsafe handling of bio-hazardous materials).

E2P

**2.3 Use laboratory equipment safely and competently to ensure work efficiency and to reduce harm to self and others.**

E2P

2.3.a Identify potential or real risks and take the necessary steps to reduce risk to self and others when using laboratory equipment.

E2P

2.3.b Demonstrate safe and efficient operation of dental technology equipment.

E2P

2.3.c Follow manufacturers' instructions for the proper use and cleaning of equipment.

E2P

2.3.d Ensure routine inspection and maintenance is completed and documented.

E2P

2.3.e Recognize equipment breakdown and faulty operation, and take corrective actions.

E2P

2.3.f Demonstrate proficient use of the computer and related programs.

NO

## Unit 3: Design, Fabrication, and Repair of Dental Technology Prostheses and Appliances

E2P

3.1 Analyze the healthcare practitioner's prescription and patient's information to plan the design and materials selection for the fabrication of the dental prosthesis and/or appliance.

E2P

3.1.a Understand the clinical application of the prescription and recognize effects of any technical limitations on prescribed dental prosthesis and/or appliance.

E2P

3.1.b Identify and communicate any limitations and contraindications of the proposed treatment plan to the healthcare practitioner.

E2P

3.1.c Obtain clarification of the prescription and request additional information about the treatment plan, when needed.

E2P

3.1.d Ensure a final complete prescription is received from the responsible healthcare practitioner.

E2P

3.1.e Determine the appropriateness of the materials prescribed or selected.

E2P

3.1.f Verify the quality of the received impressions and models and the completeness and accuracy of supplemental documentation.

E2P

3.1.g Read provided radiographic images to identify the patient's anatomy for case planning; ensure accurate design of the dental prosthetic and appliance; and identify normal and abnormal presentations.

E2P

3.2 Design various types of dental prostheses and appliances.

E2P

3.2.a Assess oral anatomy and structure from the model, cast, and radiographic images to ensure harmonized design in relationship the prescription.

E2P

3.2.b Apply knowledge of foundational sciences when designing dental prostheses and appliances.

E2P

3.2.c Identify tooth-preparation requirements for various types of dental prostheses and dental material requirements.

E2P

3.2.d Select various components of the dental prosthesis or appliance and choose materials appropriate to the design, prescription, and patient's anatomy.

E2P

3.3 Fabricate and repair functional dental prostheses and appliances.

E2P

3.3.a Follow federal and provincial dental and health standards for materials and components used in the fabrication and repair of dental prostheses and appliances.

E2P

3.3.b Select the appropriate dental laboratory equipment and tools, considering relevant factors including, appliance components, materials, and procedures.

E2P

3.3.c Apply skill and judgment in the manipulation of the materials and when integrating the appliance components.

E2P

3.3.d Consider all relevant factors related to the fabrication to ensure full function of the prosthesis or appliance (e.g.: the materials, components, the prescription, design parameters, and spatial constraints).

E2P

3.3.e Create a prototype to ensure functionality of each dental prosthesis and appliance.

E2P

3.4 Perform quality control prior to releasing a dental prosthesis or an appliance.

E2P

3.4.a Confirm the final dental prosthesis and/or appliance adheres to the prescription, both throughout the fabrication and prior to release.

E2P

3.4.b Identify any imperfections or deficiencies and make appropriate adjustments.

E2P

3.4.c Clean and disinfect the dental prosthesis and/or appliance, and package for safe and secure transportation to and receipt by the client.

E2P

<b>3.5 Modify and repair dental prostheses and appliances, considering relevant factors.</b>	<b>E2P</b>
3.5.a Identify and assess the existing prosthesis or appliance and determine the reason for the defect or breakage.	E2P
3.5.b Consider the compatibility of new materials with the existing materials, patient assessment data, and prosthesis or appliance history.	E2P
3.5.c Explain any limitations of the repair to the healthcare practitioner or patient.	E2P
3.5.d Ensure functionality of the repaired dental prosthesis or appliance.	E2P
3.5.e Clean and disinfect the device prior to packaging for delivery.	E2P

Core Competency	Level
<b>Unit 4: Accountability and Professionalism</b>	<b>E2P</b>
<b>4.1 Provide safe, ethical, and effective services.</b>	<b>E2P</b>
4.1.a Demonstrate ethical behaviours in accordance with the professional Code of Ethics.	E2P
4.1.b Reflect on their own actions and learn from their experiences and mistakes.	NO
4.1.c Engage in continuing education or experiential learning activities to develop and maintain ongoing competence and to meet expectations for professional behaviours.	NO
4.1.d Keep current with evolving technology and emerging trends in dental technology.	NO
4.1.e Accept responsibilities and accountability for own actions and for the integrity of completed work.	E2P
4.1.f. Make fair and balanced decisions.	NO
<b>4.2 Practice in accordance with applicable legislation, regulations, standards, and guidelines.</b>	<b>E2P</b>
4.2.a Keep current with the regulatory professional standards, regulations, and legislation.	E2P
4.2.b Collect, store, disclose, and destroy personal information in compliance with privacy and confidentiality legislation and organizational policies.	E2P
4.2.c Obtain healthcare practitioner or patient consent for collection, use, or disclosure of personal information.	E2P
4.2.d Maintain records according to provincial standards and organizational policies.	E2P
4.2.e Complete documentation according to provincial standards and organizational policies.	E2P
<b>4.3 Demonstrate sustainable business practices that are socially responsible and environmentally friendly.</b>	<b>E2P</b>
4.3.a Demonstrate an awareness of the impact of sustainability on the health and well-being of self and others (public, patients, staff), and on the environment (e.g. reduce toxin emissions and waste).	E2P
4.3.b Describe and implement sustainable business practices within dental technology (e.g. recycling, energy conservation) .	E2P
<b>4.4 Use effective communication skills.</b>	<b>E2P</b>
4.4.a Use appropriate dental terminology in communications with the healthcare team.	E2P
4.4.b Employ effective, respectful, and ethical communications.	E2P
4.4.c Demonstrate transparent communications.	E2P
4.4.d Enter timely, clear, accurate, and valid documentation in records.	E2P
4.4.e Demonstrate proficient oral and written English or French language skills.	NO
<b>4.5 Collaborate with the wider healthcare team and provide DT expertise to enhance continuity of care and patient outcomes.</b>	<b>NO</b>
4.5.a Work effectively and respectfully with intra-professional and interprofessional practitioners.	NO
4.5.b Recognize the impact of their behaviour on others.	NO
4.5.c Listen to others and accept constructive feedback.	NO
4.5.d Demonstrate knowledge of other health professions' scopes of practice, relevant to their own area of practice.	NO
4.5.e Respect other health professionals' opinions and professional knowledge.	NO
4.5.f Build rapport and trust within professional relationships.	NO
4.5.g Support access to safe and competent dental technology practice.	NO
4.5.h Demonstrate a willingness to give and receive feedback effectively and tactfully within the healthcare team.	NO
4.5.i Establish and maintain professional networks with dental professionals, specialists, and other relevant individuals and organizations.	NO

4.6 Apply critical-thinking skills and use professional judgment in all aspects of practice.	E2P
4.6.a Consult with and/or refer to others when issue(s) and client or patient needs are beyond personal competence and/or professional scope of practice.	E2P
4.6.b Demonstrate awareness of potential problems and consider options for different course(s) of action.	E2P
4.6.c Critically evaluate every situation and make decisions based on sound reasoning and evidence-based practice.	E2P
4.6.d Integrate pertinent theoretical knowledge, experience, and collected data to justify and/or modify services.	E2P

Functional Competency	Level
<b>Unit 5: Patient Care</b>	<b>E2P</b>
<b>5.1 Engage the patient in the informed consent process.</b>	<b>NO</b>
5.1.a Understand the ethical and legal obligations pertaining to patient contact.	NO
5.1.b Explain the purpose, benefits, and possible risks of the procedure prior to undertaking any action or activity.	NO
5.1.c. Confirm the patient's understanding and willingness to proceed before initiating the proposed service.	NO
<b>5.2 Apply cultural competence to practice when providing services to patients.</b>	<b>E2P</b>
5.2.a Demonstrate a commitment to provide services to and understand demographics and cultural differences within the entire patient population.	E2P
5.2.b Recognize and respect cultural perspectives and differences.	E2P
<b>5.3 Collect and document relevant information to inform the design and to assist with treatment planning.</b>	<b>E2P</b>
5.3.a Collect information from the patient and other appropriate sources related to current and prior medical and dental-health history, including current medication use.	E2P
5.3.b Take intraoral and extraoral photographs of the patient and any existing dental prosthesis and appliances to support the design and fabrication or repair of the dental prosthesis or appliance.	E2P
5.3.c Record all medical, dental, and supporting information according to provincial standards and organizational policies.	NO
5.3.d Conduct intraoral and extraoral visual assessments of anatomical structures and take appropriate actions if any concerns are identified.	NO
<b>5.4 Perform clinical laboratory procedures in a competent manner.</b>	<b>E2P</b>
5.4.a Demonstrate skill in taking preliminary dental impressions to ensure accurate dental cast.	NO
5.4.b Perform shade matching and record the selected shade to ensure aesthetically pleasing results.	E2P
5.4.c Determine a preliminary fit of prostheses and maxillofacial appliances and make any necessary adjustments to ensure functional results.	NO
<b>5.5 Design and manage patient care area to ensure dental environment is safe, efficient, and accessible.</b>	<b>NO</b>
5.5.a Follow regulatory standards related to establishing and maintaining patient-care areas.	NO
5.5.b Exercise appropriate sterilization and disinfection protocols for all instruments used for patient care, in accordance with regulatory and manufacturers' guidelines.	NO
5.5.c Comply with accessibility legislation and regulations.	NO

Functional Competency	Level
<b>Unit 6: Leadership, Business Management, and Administration</b>	<b>E2P</b>
<b>6.1 Demonstrate leadership skills to support the safe, efficient, and ethical delivery of dental technology services.</b>	<b>E2P</b>
6.1.a Provide required supervision (direct and indirect) of employees to ensure quality, safety, and adequacy of the final prosthesis or appliance.	NO
6.1.b Recognize the need for mentoring and coaching employees.	NO
6.1.c Take organizational culture and behaviours into consideration when managing work.	NO
6.1.d Demonstrate an appreciation for team-member involvement and the value and skills of each team member.	NO
6.1.e Recognize own limitations and seek support and assistance when needed.	E2P
6.1.f Recognize limitations of others and provide support when needed.	E2P
<b>6.2 Demonstrate accountability for all work performed within the dental technology practice when supervising others.</b>	<b>E2P</b>
6.2.a Ensure the dental prostheses or appliances meet the prescription requirements and professional standards.	E2P
6.2.b Review material documentation to confirm compatibility and to ensure materials used meet required regulations.	E2P
6.2.c Maintain records to track material use and case parameters.	E2P
6.2.d Measure and monitor productivity to support efficient services.	NO
<b>6.3 Manage the process of outsourcing work associated with the design and fabrication of dental prostheses and appliances.</b>	<b>NO</b>
6.3.a Ensure that outsourcing activities are consistent with regulatory requirements.	NO
6.3.b Take all reasonable steps to ensure the competence of any third party engaged in design and fabrication processes.	NO
6.3.c Provide accurate and detailed copies of records to third parties to communicate the design and material requirements.	NO
6.3.d Maintain audit trail of records provided to ensure historical recall and traceability.	NO
<b>6.4 Comply with documentation standards and legal requirements for the maintenance of case files and business files.</b>	<b>NO</b>
6.4.a Understand and follow the legal requirements of a Health Information Custodian or the person responsible for records containing personal information.	NO
6.4.b Ensure computer systems meet legislated security, privacy, and confidentiality requirements and professional standards of practice.	NO
6.4.c Ensure safe and secure storage and destruction of personal information.	NO
6.4.d Maintain case files and business records according to provincial legislation, regulations, and standards of practice.	NO
<b>6.5 Manage or lead human resource activities, adhering to applicable legislation and regulations.</b>	<b>NO</b>
6.5.a Assign responsibilities to staff and team members according to professional scope of practice and individual levels of competence.	NO
6.5.b Demonstrate awareness of provincial mandatory reporting obligations.	NO
6.5.c Take the required steps to manage and report incompetent, unethical, and unsafe practice.	NO
6.5.d Provide necessary training and professional growth opportunities to support the continuing competence of staff.	NO
6.5.e Provide regular formative feedback to staff and others.	NO
6.5.f Demonstrate conflict resolution skills to effectively manage conflict or disagreement with others.	NO

6.5.g Conduct performance reviews of staff that include the provision of constructive feedback and identify required remediation.	NO
6.5.h Respect the cultural needs of staff and team members.	NO
<b>6.6 Manage business operations in a legal and ethical manner.</b>	<b>NO</b>
6.6.a Adhere to advertising legislation and regulations.	NO
6.6.b Establish and maintain fee and billing policies and practices that comply with regulatory legislation.	NO
6.6.c Ensure the laboratory environment meets accessibility legislation, if appropriate.	NO
6.6.d Maintain business records according to applicable legislation.	NO

**Functional Competency****Level****Unit 7: Oral and Maxillofacial Surgery and Complex Orthodontics****NO****7.1 Demonstrate advanced knowledge and technical skills when designing and fabricating complex orthodontic appliances, oral and maxillofacial prostheses, templates, and guides.****NO**

7.1.a Demonstrate an in-depth knowledge of anatomy as it relates to oral and maxillofacial surgeries and appliance needs.

NO

7.1.b Understand the objectives of common oral and maxillofacial surgeries.

NO

7.1.c Demonstrate advanced technical skills in design and fabrication.

NO

7.1.d Understand the physics associated with tooth movement and law of anchorage, as related to treatment planning.

NO

7.1.e Consider the individual case, purpose of the treatment, and patient needs and wants.

NO

7.1.f Apply knowledge of the physiology of the dentation and related structures to the design of the device.

NO

7.1.g Explain the findings, treatment options, and likely outcomes of the fabrication.

NO

7.1.h Analyze the case needs and determine the best course of action that aligns with the treatment plan.

NO

**7.2 Work in collaboration with the oral surgeon and the dental team to support the fabrication of the template or guide that meets the needs of the patient and surgeon.****NO**

7.2.a Provide expertise to support the design and fabrication of oral and maxillofacial templates and guides.

NO

7.2.b Recommend adjustments based on findings from the initial review and experience with evidence-based practice.

NO

7.2.c Seek consultation when required knowledge and skill is beyond personal competence.

NO