



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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## **Appendix A - 6**

### **WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE**

*Board of Regents, Nevada System of Higher Education*

**Dental Assistant**

**O\*NET-SOC CODE: 31-9091.00 RAPIDS CODE: 0101CB**

APPROVED BY  
THE NEVADA LABOR COMMISSIONER AND THE NEVADA STATE APPRENTICESHIP COUNCIL

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**Richard J. Williams, Nevada State Apprenticeship Director**

**REGISTRATION DATE:**

**RAPIDS PROGRAM ID NUMBER:**

**2021-NV-81493**

DEVELOPED IN COOPERATION WITH THE  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL AND  
THE U.S. DEPARTMENT OF LABOR

## Appendix A

### WORK PROCESS SCHEDULE

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Competency-based

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: 1 apprentice to 1 journey worker/fully trained worker.

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$15.00 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker/fully trained worker wage.

A journey worker/fully trained worker minimum wage will be at least \$18.00

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

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The following is the rating system that will be used to determine competency:

<b>Rating System</b>	<b>Description</b>	<b>Points</b>
Exceeds All Expectations	Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.	5
Meets & Exceeds Some Expectations	Apprentice not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.	4
Meets Expectations	Consistently meets the performance standards established for time in position. Handles routine tasks & some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience	3
Meets Some Expectations	Apprentice occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.	2
Does Not Meet / Meets Some Expectations	Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow-up will be necessary.	1
Does Not Meet Expectations	Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow-up and specific suggestions for improvement mandatory.	0

The probationary period includes both on-the-job training and related instruction and will not exceed 500 hours.

**Related Instruction Outline**

<b>JOB FUNCTION 1</b>	<b>Patient Interaction</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
<ul style="list-style-type: none"> <li>• Documents and enters required information into EDR that pertains to position, including but not limited to                             <ul style="list-style-type: none"> <li>○ Family, past and social history</li> <li>○ Vitals</li> <li>○ Dietary plan</li> <li>○ Current medications if patient presents actual proof</li> <li>○ All other documentation as assigned</li> <li>○ Current treatment being applied</li> <li>○ Future treatment plan</li> </ul> </li> <li>• Follows any assigned standing orders</li> <li>• Provides EDMR generated patient education materials as assigned by provider</li> <li>• Identifies and reports documentation inaccuracies to provider and/or clinic coordinator</li> <li>• Insures patient confidentiality</li> </ul>			
<b>JOB FUNCTION 2</b>	<b>Procedures and Chairside Assisting</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
<ul style="list-style-type: none"> <li>• Assists Dentists using 4-handed assisting during cleanings, exams and procedures</li> <li>• Conducts oral evacuation and rinsing</li> <li>• Placing rubber dams, barriers and moisture control devices</li> <li>• Taking alginate impressions and pouring models Take the following impressions:                             <ul style="list-style-type: none"> <li>a. Those used for the preparation of diagnostic models;</li> <li>b. Those used for the preparation of counter or opposing models</li> <li>c. Those used for the fabrication of temporary crowns or bridges; and</li> <li>d. Those used for the fabrication of temporary removable appliances, provided no missing teeth are replaced by those appliances</li> </ul> </li> <li>• Assist by, cementing temporary crowns, removing excess cement, performing</li> </ul>			

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<p>coronal polishing, removing sutures, applying temporary restorations, and applying topical fluoride treatments, sealant and anesthetic as directed by the dentist</p> <ul style="list-style-type: none"><li>• Assists provider with exam or special procedures to include required documentation</li></ul>			
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<b>JOB FUNCTION 3</b>			
<b>Sterilization, Cleaning &amp; Stocking</b>			
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
<ul style="list-style-type: none"> <li>• Apply sterile techniques and infectious control and exposure procedures when preparing for, during and upon completion of each dental treatment</li> <li>• Disinfect and clean treatment rooms and contaminated trays</li> <li>• Apply radiography infectious control protocol</li> <li>• Handle and dispose of sharps and hazardous materials according to established State and federal OSHA standards</li> <li>• Prepares sterile trays in advance and monitors supply of sterilized instruments ensuring instruments are available for procedures scheduled in the clinic</li> <li>• Cleans and prepares instruments and sterilizes instruments</li> <li>• Performs spore testing, cleans sterilizer, and completes documentation per policy</li> <li>• Sorting, wrapping and sterilization instruments</li> <li>• Cleaning and disinfecting exam rooms and operatories</li> <li>• Stocking supplies and instruments</li> <li>• Re-ordering supplies</li> <li>• Room set-up and break-down</li> <li>• Equipment maintenance (calibration, waterlines, etc.)</li> </ul>			
<b>JOB FUNCTION 4</b>			
<b>Laboratory Responsibilities</b>			
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
<ul style="list-style-type: none"> <li>• Performs laboratory procedures as allowed by State law such as taking impressions, preparing study models and making simple denture repairs</li> <li>• Performs routine in office laboratory procedures</li> <li>• Maintains all laboratory logs to include quality control logs as required by CHA lab manual</li> <li>• Adheres to all OSHA, state and CHA lab manual policy and procedures requirements</li> </ul>			

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<b>JOB FUNCTION 5</b>	<b>Front Office, Administration &amp; Billing</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
<ul style="list-style-type: none"> <li>• Maintains medical, dental supply and material levels</li> <li>• Makes referral appointments with other physicians or agencies</li> <li>• Performs procedures and conducts patient information as directed by the provider (ie., application of dressings, giving oral hygiene instructions, and giving diet instructions after procedure, etc.)</li> <li>• Prepares purchase order requests for clinical supplies</li> <li>• Inventories clinical supplies as required</li> <li>• Reviews encounter forms for completeness prior to patient going to check-out</li> <li>• Ensures all appropriate charges are documented on patient's superbill</li> <li>• Completes required lab forms</li> <li>• Practices economy in supply selection and usage, eliminating waste and constantly striving for way to reuse or recycle as appropriate</li> <li>• Appointment scheduling</li> </ul>			

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

**Apprenticeship Competencies – Behavioral & Safety**

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies, in order to complete the apprenticeship.

<b>Item #</b>	<b>Behavioral Competencies</b>
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers and supervisors
14.	Demonstrates trust, honesty and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and workplace
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

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**RELATED INSTRUCTION OUTLINE**

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. Method of Delivery: in-house training, classroom, and/or online.

Source of Instruction: any combination of community college, private industry training provider, sponsoring employer, or computer-based training.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work experiences. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

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**RELATED INSTRUCTION OUTLINE  
DENTAL ASSISTANT**

**O\*NET-SOC CODE: 31-9091.00 RAPIDS CODE: 0101CB**

<b>Course Topic</b>	<b>Subjects</b>	<b>Approximate Hours</b>
A	<b>Infection Control in the Dental Office/Sterilization Technician</b>	80
B	<b>Entry Level Radiation Health and Safety</b>	60
C	<b>Introduction to the Basics of Clinical Dental Assisting</b>	80
<b>Total</b>		
		<b>240</b>

## **COURSE TOPIC DESCRIPTIONS**

### **Infection Control in the Dental Office/Sterilization Technician**

Introduction to infection prevention in the dental office and management of hazardous materials. Hazardous materials management, OSHA Bloodborne Pathogen Standard, personal protective equipment (PPE), and disease transmission protocol. Introduction and application of surface disinfection and instrument sterilization techniques. This course can be used for preparation for the Dental Assisting National Board Infection Control Exam.

### **Entry Level Radiation Health and Safety**

Introduction to radiation health and safety protocols for those students needing formal training, more experience, new hires, and on the job trained assistants. This course can assist in preparing the student to take the Dental Assisting National Board Radiation Health and Safety Examination. General dental anatomy and terminology. Placing, exposing, developing, and mounting intraoral films, and taking digital X-rays. Infection control techniques will be practiced during film exposure and processing.

### **Introduction to the Basics of Clinical Dental Assisting**

Introduction to Clinical Dental Assisting entry-level skills for those students requiring formal training, new hires, and on the job trained assistants. Introduction to the history of dental assisting, general dental anatomy, professional and legal aspects of dental assisting. Introduction to medical emergencies in the dental office, patient pain, and anxiety control. Introduction to basic preventative, restorative, and laboratory procedures. Includes moisture control, alginate impressions, office pours, coronal polishing, and sealants.

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**OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

**Board of Regents, Nevada System of Higher Education hereby adopts these standards of apprenticeship.**

*Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.*



Date: 11/23/2021

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**Signature of Sponsor (*designee*)**  
**Cheryl Olson**  
**Nevada System of Higher Education**