

Institutional Learning Outcomes	Certified Dental Assistant Program Learning Outcomes	Evidence
1. Demonstrate information competency	(6) Use effective time management and organization to facilitate the safety and comfort of the patient and contribute to the efficient functioning and economic viability of the dental office.	
2. Analyze critically and imaginatively	(5) Use critical thinking processes for problem-solving and decision making within certified dental assisting practice	
3. Use knowledge and skills proficiently	(1) Apply the knowledge, skills, and attitudes to be safe, competent and confident practitioners.	
4. Initiate inquiries and develop solutions to problems	(5) Use critical thinking processes for problem-solving and decision making within certified dental assisting practice	
5. Communicate effectively	(3) Apply the principles of professional, caring interpersonal communication and basic conflict resolution skills with patients, peers and others. (9) Demonstrate an understanding of a variety of teaching and learning processes that promote oral health.	
6. Pursue self-motivated and self-reflective learning	(7) Demonstrate personal and professional responsibility and accountability as a Certified Dental Assistant.	
7. Engage in collaborative leadership	(2) Demonstrate the ability to collaborate and work effectively with a dental team.	
(3) Engage in respectful and professional practices	(4) Demonstrate social awareness when interacting	

	with patients, clients, colleagues and the community.	
(5) Contribute regionally and globally	8. Demonstrate a commitment to professional identity and advocacy, progressive change and to life-long learning.	

Certified Dental Assistant Program Learning Outcomes

Upon successful completion of the UFV CDA program the graduate will be able to:

The graduate has reliably demonstrated the ability to:

1. Apply the knowledge, skills, and attitudes to be safe, competent and confident practitioners.

Elements of Performance:

- a. Describe the theoretical principles associated with all skills
- b. Apply the principles of safe practice
- c. Demonstrate infection control and standard precautions for self and the client
- d. Seek assistance and direction appropriately to maintain safe practice.
- e. Adapt and implement the skill dependent upon the client's needs and abilities.

2. Demonstrate the ability to collaborate and work effectively with a dental team.

Elements of Performance:

- a. Identify roles and responsibilities of team members
- b. Clarify one's own role in relation to other team members
- c. Treat other team members equitably, fairly and with respect
- d. Contribute one's own ideas, opinions and information while respecting the ideas, opinions and information provided by other members of the team
- e. Work collaboratively with team members

3. Apply the principles of professional, caring interpersonal communication and basic conflict resolution skills with patients, peers and others.

Elements of Performance:

- a. Identify own preferred communication style, needs and biases.
- b. Communicate respectfully.
- c. Use active listening to clarify information and validate messages
- d. Ask questions to gain clarification and understanding

- e. Demonstrate a variety of appropriate communication skills
- f. Understand the concept of caring communication within the context of the work role.
- g. Foster an atmosphere of trust, respect and caring.
- h. Display respect for the feelings and opinions of others.
- i. Identify barriers to communication and suggest ways to improve communication.
- j. Exhibit appropriate non-verbal skills.
- k. Exercise creative problem skills in conflict situations
- l. Produce written communication that is clear, concise, logical and grammatically correct.
- m. Use computer technology for communication and record keeping.

4. Demonstrate social awareness when interacting with patients, clients, colleagues and the community.

Elements of Performance

- 1. Reflect on personal biases in relation to others.
- 2. Support individual differences in a positive, respectful and constructive way.
- 3. Assist individuals to recognize and respect diversity in others.
- 4. Promote inclusion

5. Use critical thinking processes for problem-solving and decision making within certified dental assisting practice.

Elements of Performance

- 1. Assess each situation.
- 2. Identify problems, changes and/or challenges.
- 3. Identify what information is required and where to find it.
- 4. Access appropriate sources of information
- 5. Examine the information and select what is relevant.
- 6. Identify biases, fallacies and illogical arguments present in sources of information.
- 7. Make decisions reflective of a sound knowledge base and an attitude of caring.
- 8. Recognize personal biases that might influence perceptions and responses.
- 9. Evaluate personal effectiveness in the decision-making process.
- 10. Modify approaches based on evaluation.
- 11. Report and record appropriately.
- 12.

6. Use effective time management and organization to facilitate the safety and comfort of the patient and contribute to the efficient functioning and economic viability of the dental office

Elements of Performance

- 1. Describe the principles of setting priorities, and being flexible and adaptable.
- 2. Practice realistic goal-setting and the recognition of personal limits.
- 3. Practice setting deadlines, finishing tasks, limiting interruptions and being decisive.
- 4. Explain basic business concepts and practices.
- 5. Determine the “flow” of client care and how care is organized.
- 6. Collaborate with the dental team top maximize efficiency.
- 7. Explain the interrelationship of professional and financial elements of practice.
- 8. Function within ethical and legal parameters to provide quality assurance.

9. Establish and maintain a balance between optimal care and making profit.

7. Demonstrate personal and professional responsibility and accountability as a Certified Dental Assistant.

Elements of performance

1. Apply provincial and national professional codes of conduct and standards of practice.
2. Function within legal parameters of one's role and refer appropriately.
3. Engage in ongoing self-assessment.
4. Demonstrate accountability for decisions and actions.
5. Evaluate own actions/decisions and act upon constructive feedback.

8. Demonstrate a commitment to professional identity and advocacy, progressive change and to life-long learning.

Elements of performance

1. Assess current knowledge, skills, and learning styles.
2. Identify knowledge, skills and values required for new or changing situations to adapt to varying client needs.
3. Identify new knowledge and skills required for effective functioning.
4. Choose most appropriate methods for acquiring new knowledge and skills.
5. Seek opportunities for learning within and outside of job role.
6. Display a positive attitude toward learning and personal growth.
7. Advocate for the clients, self and the professions to achieve progressive change.

9. Demonstrate an understanding of a variety of teaching and learning processes that promote oral health.

Elements of performance:

1. Make judgments reflective of a sound understanding of a healthy lifestyle.
2. Understand the connections between physical, social, psychological, and spiritual well-being and health.
3. Examine (explain?) the impact of environmental factors on health.
4. Promote clients' awareness of and responsibility for own health.
5. Apply appropriate principles and methods of teaching and learning.
6. Identify barriers and limitations to learning and factors that support learning.
7. Establish client-centered educational plans.
8. Implement a variety of client-centered learning strategies, using appropriate materials.
9. Solicit client feedback throughout the teaching/learning process and correct any misinterpretations.
10. Assess client learning for understanding and for completeness and accuracy.