

QTP 4Y0X1-8
24 March 2015
Supersedes all previous versions

DENTAL ASSISTANT SPECIALTY

SUPERVISION AND TRAINING



Volume 8

381st Training Squadron
2931 Harney Road
Fort Sam Houston, TX 78234

QTP 4Y0X1-8

DENTAL ASSISTANT SPECIALTY

Volume 8 Supervision and Training

TABLE OF CONTENTS

MODULE	OBJECTIVE	PAGES
1	Orient New Personnel	4 - 5
2	Work Methods and Performance Standards	6 - 9
3	Supervision	10 - 13
4	Prepare Written Job Descriptions	14 - 15
5	Evaluate Staffing Levels and Utilization of Personnel	16 - 17
6	Training	18 - 27
	QTP Record of Training	28
	Training Reference List	29

INTRODUCTION

1. Volume 8, *Supervision and Training* Qualification Training Package (QTP) contains modules on orienting new personnel, work methods and performance standards, SUPERVISION, preparing job descriptions, evaluating staffing levels and training. This QTP is designed to enhance 7-skill level on-the-job training (OJT) of dental assistant craftsman. Training references listed in each module may be used to complement training. All QTPs are intended to be used by trainees, trainers, supervisors, and task certifiers. Before initiating any training you should review your responsibilities as a supervisor/trainer for conducting OJT per AFI 36-2201, Chapter 6, *Air Force Training Program On-The-Job Training Administration*.

2. QTPs are instructional packages designed to help you conduct and evaluate your field training. Once you begin upgrade training you are required to use the QTPs. QTPs provide continuity to the trainee's upgrade training and are divided into the following volumes: 1) *Basic Skills and Infection Control/Sterilization*; 2) *Clinical Skills-Radiology*; 3) *Clinical Skills-Chairside Assisting*; 4) *Clinical Skills-Preventive Dentistry*; 5) *Patient Administration*, 6) *Logistics Management*; 7) *Budget and Financial Planning* and 8) *Supervision and Training*. The QTP modules were designed to assist you in preparing for and conducting training. Each module segments the major tasks into teachable elements. Your goal is to provide enough training and guidance so trainees can do all task related steps, without assistance. QTPs also aid OJT task certifiers in evaluating the trainee's demonstrated performance. If you have local training requirements not covered by a QTP module you *should* develop "steps in performance" and "performance checklists" that support and standardize those tasks. When *you* are satisfied the trainee meets standards, as prescribed in the QTP performance checklist, *you* must document each task completion in the QTP tab. If a person is being recertified on a task that is supported by a QTP you must use that module to complete the recertification process.

3. Typically, you will manage each module by first, training the tasks and then, evaluating performance. Your local steps in performance may vary from the method listed in the QTP module. If this is the case, you are authorized to make changes to the first half of each module, (i.e. steps in task performance); however, the "performance checklist" is considered a *standard* and cannot be altered. You may train each QTP volume/module in any sequence; however, when conducting training use an organized and methodical approach. This will reduce your training time and enhance your efforts.

4. The QTPs are a tool for assessing/certifying the Dental Assistant initially and each time they arrive at a new duty station. The QTP should be used as a tool for standardizing annual refresher training. Our goal has been to publish a useable document for both the trainee and trainer. We value your first hand expertise and solicit your feedback on how we can improve our product. Direct all inquiries to:

4Y0X1, Dental Assistant CDC Writer
381st Training Squadron
DSN: 420-2041
Comm: (210) 808-2041

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: ORIENT NEW PERSONNEL

TASK NAME: Orienting New Personnel

CFETP/STS REFERENCES: 12.1 Orienting New Personnel

EQUIPMENT REQUIRED:

1. Dental Operating Instructions
2. Orientation checklist
3. Recall Roster

TRAINING REFERENCES: 1-2

OBJECTIVE: Provided a newly arrived member to your dental clinic, properly orient them to local expectations.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Ensure member is scheduled for base and Medical Group in-processing.
2. Appoint member with NCOIC, Dental Services to receive supervisor and duty assignment.
3. Schedule a definitive time to discuss the following areas with the newly arrived member:

- Mission, goals and objectives
- Chain of command
- Roster of assigned personnel
- Supervisor/reporting official
- Duty responsibilities
- Dress and appearance
- Clinic attire and PPE
- AF Fitness program
- Fraternalization
- Fraud Waste & Abuse
- Drug and alcohol use
- Discrimination/sexual harassment
- Local policies and procedures
- Patient Safety
- Duty hours
- Time off/Illness/Leave
- Off-duty employment/education
- DOD/DCQ
- Dental Operating Instructions
- Documentation of care
- Flying/PRP personnel
- Infection control
- Location of emergency equipment
- Continuing education
- Readiness training
- Disaster teams
- Local customs & courtesies (overseas)

ATTACHMENT: Performance checklist

**Dental Assistant Specialty QTP
ORIENT NEW PERSONNEL**

VOLUME 8

MODULE 1

PERFORMANCE CHECKLIST	SAT	UNSAT
ORIENT NEW PERSONNEL		
Orienting new personnel		
a. Ensure member is scheduled for base and Medical Group inprocessing		
b. Appoint member with NCOIC, Dental Services		
c. Discuss programs and policies applicable to the DTF with the member		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

DENTAL ASSISTANT SPECIALTY QTP**SUBJECT AREA:** WORK METHODS AND PERFORMANCE**TASK NAME:** Evaluate work methods and performance**CFETP/STS REFERENCES:** 12.2 Evaluate work methods and performance**EQUIPMENT REQUIRED:**

1. Performance Standards
2. Local instructions/standards

TRAINING REFERENCES: 1-2**OBJECTIVE:** Provided a measurable standard, properly evaluate subordinates' work methods and performance.**EVALUATION INSTRUCTIONS:** After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will **STOP** the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:

- 1) Identify the duties required to perform the job
- 2) Verify that the objective states what the individual must do
 - a) Condition—what resources are provided to accomplish the task
 - b) Performance—mirrors task statement in STS, consists of an action verb (observable, measurable, verifiable, and reliable) and an object
 - c) Standard—specifies accuracy and completeness required (how much, how fast, how accurate)
- 3) Verify the method of measurement for each task
 - a) Does it measure individual steps in the task, it is an observation, questions specifications or does the trainee explain the process, etc.
 - b) Use a performance evaluation (checklist) to judge the process, the product or both
- 4) Verify there is feedback given to the individual being evaluated; feedback should be given throughout the procedure for trainees
 - a) Statements that reflect the individuals behavior in the work environment should be used (was the standard exceeded, met or failed)
 - b) Statements must be clear and concise, avoid ambiguous references
 - c) Make comments only to observed factors, be objective
 - d) Avoid absolutes (always, never, everyone, all)
 - e) What did the individual do, how did they do it, and what was the impact on the mission.

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: WORK METHODS AND PERFORMANCE

TASK NAME: Schedule work assignments and priorities

CFETP/STS REFERENCES: 12.3 Schedule work assignments and priorities

EQUIPMENT REQUIRED:

1. Note taking device (ie paper or electronic alternative)
2. Projected personnel absences
3. Calendars (wing, group, squadron and/or flight)

TRAINING REFERENCES: 1 and 3

OBJECTIVE: Provided a dental clinic ancillary staff with different levels of training and providers, properly prioritize and schedule work assignments.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

- 1) Create lists of tasks that must be completed daily, weekly, and monthly
 - a) Assign priority to each task, what needs to be completed first
 - b) Break intensive tasks into manageable bites (ie create EPR bullets over several days)
- 2) Schedule work assignments by determining due date, and how long a task will take
- 3) Schedule personnel's work assignments
 - a) Account for personnel absences due to appointments, meetings, scheduled leave, etc)
 - b) Consider technician's proficiency and speed

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: WORK METHODS AND PERFORMANCE

TASK NAME: Evaluate performance of personnel

CFETP/STS REFERENCES: 12.4 Evaluate performance of personnel

EQUIPMENT REQUIRED:

1. Performance Standards
2. Local operating instructions

TRAINING REFERENCES: 1, 2 and 4

OBJECTIVE: Provided personnel in training and/or subordinates, properly evaluate their performance of assigned tasks.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will **STOP** the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:

1. Review job performance standards to know the expectations of each task
2. Schedule a time to observe/evaluate personnel while performing their job tasks
3. Ensure the individual being evaluated is aware of expectations prior to task completion
4. Evaluate task performance using the performance standards
5. Provide feedback to the individual being evaluated

ATTACHMENT: Performance checklist.

**Dental Assistant Specialty QTP
WORK METHODS AND PERFORMANCE STANDARDS**

VOLUME 8

MODULE 2

PERFORMANCE CHECKLIST	SAT	UNSAT
WORK METHODS AND PERFORMANCE STANDARDS		
1. Evaluate work methods and performance standards		
a. Identify the duties required to perform the job		
b. Verify that the objective states what the individual must do		
c. Verify the method of measurements for each task		
d. Verify that feedback is given to the individual being evaluated		
2. Schedule work assignments and priorities		
a. Create lists of tasks that must be completed daily, weekly, and monthly		
b. Schedule work assignments by determining due date, and how long a task will take		
c. Schedule personnel's work assignments		
3. Evaluate performance of personnel		
a. Review job performance standards to know the expectations for each task		
b. Schedule a time to observe/evaluate personnel		
c. Ensure the individual being evaluated is aware of expectations		
d. Evaluate task performance using the performance standards		
e. Provide feedback to the individual being evaluated		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: SUPERVISION

TASK NAME: Resolve management problems that personnel are unable to resolve

CFETP/STS REFERENCES: 12.5 Resolve management problems that personnel are unable to resolve

EQUIPMENT REQUIRED:

1. Personnel
2. Distraction free office/location

TRAINING REFERENCES: 1

OBJECTIVE: Provided personnel with a management problem, properly evaluate the situation and resolve the problem or refer to proper agency for resolution.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Identify a conflict situation
2. Identify the root cause; do not get sidetracked by the symptoms of the problem
3. Consider Personnel involved and their level of responsibility
4. Prepare for the problem solving session
 - a) Gather all the facts before scheduling session
 - b) Determine the appropriate counseling technique (directive, non-directive, or participative)
 - c) Memorize the important information of the conflict to avoid note taking during the session
5. Conduct the problem solving session
 - a) Establish rapport with the involved parties
 - b) Seek out the facts early; encourage the involved parties to communicate freely
 - c) Identify common goals and areas of agreement
 - d) Encourage parties to work through the problem until there is mutual agreement
 - e) Consider all advantages and disadvantages prior to applying any solution/decision
6. Record the session
 - a) Immediate cause
 - b) Your appraisal of the parties (ie demeanor, communication efforts)
 - c) Course of action chosen
 - d) Comments of individuals involved
7. Follow up to ensure that the solution/decision is working

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: SUPERVISION

TASK NAME: Counsel personnel and resolve individual problems

CFETP/STS REFERENCES: 12.6 Counsel personnel and resolve individual problems

EQUIPMENT REQUIRED:

1. Personnel
2. Distraction free office/location

TRAINING REFERENCES: 1 and 5

OBJECTIVE: Provided personnel with a problem, properly evaluate the situation and use counseling to resolve the problem or refer to proper agency for resolution.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Identify a conflict situation
2. Identify the root cause; do not get sidetracked by the symptoms of a problem
3. Consider personnel involved and their levels of responsibility
4. Prepare for the counseling session
 - a) Gather all the facts before scheduling session
 - b) Determine the appropriate technique (directive, non-directive, or participative)
 - c) Memorize the important information of the conflict to avoid note taking during the session
5. Conduct the counseling session
 - a) Establish a rapport with the involved parties; a small discussion of common interest topics is acceptable
 - b) Seek out the facts early; encourage the involved parties to communicate freely
 - c) Identify common goals and areas of agreement
 - d) Encourage parties to work through the problem until there is mutual agreement
6. Record the session
 - a) Immediate cause
 - b) Your appraisal of the parties (i.e., demeanor)
 - c) Course of action chosen
 - d) Comments of individuals involved
7. Follow up to ensure that the solution/decision is working

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: SUPERVISION

TASK NAME: Initiate action to correct substandard performance by personnel

CFETP/STS REFERENCES: 12.7 Initiate action to correct substandard performance by personnel

EQUIPMENT REQUIRED: AF Form 174, Record of Individual Counseling

TRAINING REFERENCES: 1, and 5 - 7

OBJECTIVE: Provided proper situation, describe when and how to initiate action to correct substandard performance.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Identify the reason to counsel (preventative, corrective, reinforcement, etc.)
2. Determine the appropriate technique (directive, non-directive, or participative)
3. Prepare for the counseling
 - a) Gather all the facts before scheduling session
 - b) Memorize the important information of the conflict to avoid note taking during the session
4. Conduct the counseling session
 - a) Establish rapport; a small discussion of common interest topics is acceptable
 - b) Seek out the facts early; asked open ended question
 - c) Depending on the counseling technique used, counselee may pace the counseling as long as progress and problem solving is evident
5. Give the counselee the opportunity to summarize the counseling session
6. Record the session
 - a) Immediate cause
 - b) Your appraisal of the counselee (i.e., demeanor)
 - c) Course of action chosen
 - d) Counselee's comments
7. Determine a course of action to correct substandard performance
8. Follow up with counselee to ensure that the course of action is working

ATTACHMENT: Performance checklist.

**Dental Assistant Specialty QTP
SUPERVISION**

VOLUME 8

MODULE 3

PERFORMANCE CHECKLIST	SAT	UNSAT
SUPERVISION		
1. Resolve management problems that personnel are unable to solve		
a. Identify root cause of the problem		
b. Prepare for the problem solving session		
c. Conduct the problem solving session		
d. Record the session		
e. Follow up to ensure the solution/decision was working		
2. Counsel personnel and resolve individual problems		
a. Identify root cause of the problem		
b. Prepare for the counseling session		
c. Conduct the counseling session		
d. Record the session		
e. Follow up to ensure the solution/decision was working		
3. Initiate action to correct substandard performance		
a. Determine the appropriate counseling technique		
b. Prepare for the counseling		
c. Conduct the counseling session		
d. Record the counseling		
e. Follow up with the counselee to ensure course of action is working		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: PREPARE WRITTEN JOB DESCRIPTIONS

TASK NAME: Prepare written job descriptions

CFETP/STS REFERENCES: 12.8 Prepare written job descriptions

EQUIPMENT REQUIRED: CFETP 4Y0X1/H

TRAINING REFERENCES: 1, 3 and 4

OBJECTIVE: Determine when a job description is needed and properly write a job description.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Determine the appropriate job title (i.e., NCOIC, Records and Reception), must be accurate and specific to duties required for the position
2. Identify specific source document(s) that is/are used to perform duties
3. State specific position tasks in logical and natural order
4. Clarify how the position fits into the organizational makeup (laterally and horizontally)

ATTACHMENT: Performance checklist.

**Dental Assistant Specialty QTP
PREPARE WRITTEN JOB DESCRIPTIONS**

VOLUME 8

MODULE 4

PERFORMANCE CHECKLIST	SAT	UNSAT
PREPARE WRITTEN JOB DESCRIPTIONS		
Prepare written job descriptions		
a. Determine appropriate job title, which is specific to duties required for the position		
b. State specific position tasks in a logical and natural order		
c. Clarify how the position fits into the organizational makeup		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: EVALUATE STAFFING LEVELS AND UTILIZATION OF PERSONNEL

TASK NAME: Evaluate staffing levels and utilization of personnel

CFETP/STS REFERENCES: 12.9 Evaluate staffing levels and utilization of personnel

EQUIPMENT REQUIRED:

1. Unit Manning Document (UMD)
2. Unit Personnel Management Roster (UPMR)

TRAINING REFERENCES: 1

OBJECTIVE: Provided manning documents, demonstrate how to evaluate staff levels and properly utilize personnel.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Review the UMD to determine manpower authorizations
2. Compare authorizations listed on the UMD with assigned personnel listed on the UPMR
3. Ensure assigned personnel are matched against an authorized position number within their control AFSC, consider the duty AFSC on both the UMD and UPMR
4. Identify overages or shortages in assigned manpower versus authorizations after reviewing the UMD and UPMR

ATTACHMENT: Performance checklist.

Dental Assistant Specialty QTP

EVALUATE STAFFING LEVELS AND UTILIZATION OF PERSONNEL

VOLUME 8

MODULE 5

PERFORMANCE CHECKLIST	SAT	UNSAT
EVALUATE STAFFING LEVELS AND UTILIZATION OF PERSONNEL		
Evaluate staffing levels and utilization of personnel		
a. Correctly identify the UMD and UPMR		
b. Match each member listed on the UPMR against an authorized position number on the UMD		
c. Ensure each member was matched to the appropriate CAFSC		
d. Identify overages or shortages in assigned manpower versus authorizations		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: TRAINING

TASK NAME: Evaluate personnel training needs

CFETP/STS REFERENCES: 13.1 Evaluate personnel training needs

EQUIPMENT REQUIRED:

1. Master Task List (MTL)
2. Master Training Plan (MTP)
3. Air Force Training Record (AFTR)
4. AF Job Qualification Standard (JQS)
5. Locally developed AF Form 797, if applicable

TRAINING REFERENCES: 1, 2 and 4

OBJECTIVE: Provided appropriate supplies, explain how and when to evaluate personnel training needs.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Become familiar with guidance in AFI 36-2201V3, Chapters 6 and 8
2. Conduct and document (AF Form 623a) an initial evaluation of newly assigned (PCS/PCA) personnel on duty position (include core tasks) knowledge, and skills within 60 days of assignment:
 - a) Review Part 1 of 4Y0X1/H CFETP
 - b) Review work center MTP
 - c) Define supervisor and trainee responsibilities as outlined in governing directives
3. Reference member's JQS to determine level of experience the member has and what training needs to be accomplished
4. Review AETC 156, Student Report Card for trainees assigned directly from technical school (if available)
5. Conduct a practical (hands-on) evaluation of task as necessary to determine need for training

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: TRAINING

TASK NAME: Determine/prepare job qualification standards

CFETP/STS REFERENCES: 13.2 Determine/prepare job qualification standards

EQUIPMENT REQUIRED:

1. Air Force Training Record (AFTR)

TRAINING REFERENCES: 1

OBJECTIVE: Provided a task or group of tasks, determine the need for and prepare job qualification standard.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Evaluate newly assigned personnel for training; this will determine exactly what level they have been trained to previously and possibly identify a need for further training
2. In the case where further training is needed, a job qualification standard (JQS) will need to be prepared
3. The JQS will be maintained in the AFTR/AF Form 623, Individual Training Record and is documented with the training an individual is receiving or has received
4. Access AFTR and identify each task required to perform the job
5. When a trainee enters training for a specific task, place a start date in the appropriate column
6. Once training for a task is complete, enter a completion date in the appropriate column and obtain the trainee, trainer, and the certifier's initials (when required) in the appropriate column

DENTAL ASSISTANT SPECIALTY QTP**SUBJECT AREA:** TRAINING**TASK NAME:** Conduct training**CFETP/STS REFERENCES:** 13.3 Conduct training**EQUIPMENT REQUIRED:**

1. Completion of Air Force Training Course
2. Predetermined location to train
3. Required equipment for training

TRAINING REFERENCES: 1, 2 and 4**OBJECTIVE:** Provided trainee, properly conduct required training to appropriate proficiency code.**EVALUATION INSTRUCTIONS:** After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will **STOP** the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:**Prepare for training**

1. Set long-term training goals to achieve maximum task qualification for personnel
2. Set short-term goals; meet monthly with the trainee to review
3. Review CFETP and Master Training Plan to determine tasks requiring training
4. Determine trainee's experience level and requirements
5. Prepare and coordinate a training schedule
6. Coordinate the training area and equipment
7. Define a clear objective, what the trainee must demonstrate during the final evaluation; an objective contains three parts:
 - a) Behavior – what the trainee needs to know or perform at the end of training
 - b) Condition – identifies situation the trainee must perform under; what is a given or denied (e.g., equipment, supplies, and references)
 - c) Standard – defines the criteria for acceptable performance (how well or accurately the trainee must perform (e.g., qualitative or quantitative)
8. Develop a task breakdown
 - a) List step-by-step procedures for performing the specific task
 - b) Include important steps, key points and stress safety
 - c) Review Operating Instructions (OIs), QTPs, and manufacturer's guides, AF directives etc.
9. Determine the training method (lecture, demonstration, performance)

Conduct training

1. Have all training materials and equipment available and prepositioned
2. Explain the objective for the procedure to the trainee (quality, quantity, or timeliness)
3. Ensure the trainee is aware of the expectations
4. Demonstrate proper procedures emphasizing safety throughout
5. Display a positive attitude, provide encouragement and reinforcement
 - a) Create an atmosphere conducive to learning
 - b) Allow for free flow of communication
 - c) Demonstrate task using the proper procedures
6. Train easier tasks, and then progress to the more difficult ones in logical sequence
7. Reference the CDC's and AF QTPs for knowledge
8. Provide adequate practice time
9. Evaluate trainee and provide feedback
10. Document training on the appropriate tab (AF Form 797, AF Form 623a, etc.)

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: TRAINING

TASK NAME: Counsel trainees on their progress

CFETP/STS REFERENCES: 13.4 Counsel trainees on their progress

EQUIPMENT REQUIRED:

1. Trainee's Air Force training record (AFTR)
2. Location free of distractions

TRAINING REFERENCES: 1

OBJECTIVE: Provided a trainee, demonstrate appropriate time and procedure to counsel on progress.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will **STOP** the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:

1. If the supervisor is not the individual's trainer, then the supervisor will need to speak with the trainer to gather information on how the trainee is progressing
2. Review trainee's OJT record (623a entries, STS, etc) and duty performance for a determined period of time
3. Schedule a time for the counseling session and ensure it is in a place free of distractions
4. Focus counseling session on trainee's strengths, areas needing improvement, and potential
5. Set goals for next period of time

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: TRAINING

TASK NAME: Maintain training records

CFETP/STS REFERENCES: 13.5 Maintain training records

EQUIPMENT REQUIRED:

1. AFTR access
2. AF Form 623a, OJT Training Record Continuation Sheet tab
3. Training certificates (if applicable)
4. AF Form 797, Job Qualification Standard Continuation/Command JQS tab (if applicable)
5. Qualification Training Progress Record(s) (if applicable)
6. Any locally required training and skill competency documentation
7. AF Form 55, Employee Safety and Health Record
8. AF Form 1098, Special Task Certification and Recurring Training tab

TRAINING REFERENCES: 1, 2 and 4

OBJECTIVE: Provided a training record, explain when and how to properly maintain an accurate training record.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

Air Force Training Record – Web-based training required. See your local Unit Training Manager for training record access and complete ADLS web-based training courses under AFTR.

1. Review CFETP 4Y0X1 and AFI 36-2201, V3, Training Development, Delivery and Evaluation for guidance to maintain the Air Force Training Record
2. Understand how to maintain each tab in AFTR

User Profile tab

Review/update user profile. The profile must contain:

- a. Name
- b. Current email address
- c. Phone numbers
- d. Duty location information
- e. Updated log on id

AF Form 623 Part II tab

Review/update correct name, rank and DAFSC and ensure digital signature of trainee

AF Form 623 Part II tab

Review/update dates of training (ie BMT, ALS, CDC set completion, etc)

AF Form 623 Part III tab

Review/update formal training documentation

AF Form 623a tab

Update entries on progress of individual training. Entries should include ***but are not limited to*** the following (in entries note strengths, weaknesses and attitude of members in UGT):

- a. Accomplish an initial evaluation of member's knowledge and skills within 60 days of arrival on station or within 90 days when the member is assigned to the Air Reserve Component; an evaluation should also be completed when the member changes duty positions
- b. Member's entry into upgrade training
- c. Initial orientation
- d. Initial evaluation results
- e. Periodic evaluations of training progress
- f. Include CDC progress
- g. Information on extensions, waiver request, or breaks in training; clearly document with copies of related correspondences
- h. Decertification proceedings to include dates, reasons for decertification

AF Form 797 tab

Review/update any specialized training required for current duties

AF Form 803 tab

Not typically used within the Dental Assistant career field training records

AF Form 1098

Review/update any special task recertification and recurring training documentation as required by local policies.

Qualification Training Packages (QTP)

Review/update QTP documentation for applicable training. If the task is a core or critical task, it will be required to be signed by trainer and certifier before digitally signing the Job Qualification Standard section of the training record.

Job Qualification Standard (JQS)

Update JQS with all applicable training.

Uploaded User Files

Upload any training certificates and/or training documentation as required by local policies.

Upload QTP record of training for any members still in UGT and maintain until member is upgraded.

DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: TRAINING

TASK NAME: Monitor effectiveness of training programs

CFETP/STS REFERENCES: 13.6 Monitor effectiveness of training programs

EQUIPMENT REQUIRED: STS 4Y0X1

TRAINING REFERENCES: 1

OBJECTIVE: Provided a training plan, describe how and why you would monitor the effectiveness of said program.

EVALUATION INSTRUCTIONS: After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee's abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Review trainee's CDC progress to ensure the trainee is progressing within the allowed timeframe with passing scores for each URE and finally a passing score on the end-of-course exam
2. Gather information from the trainee's trainer to see how the trainee is progressing
3. Review trainee's STS to determine which core tasks have been trained, and which are being trained
4. Verify there is a training plan in place to ensure completion of all core tasks within the allowed upgrade timeframe

ATTACHMENT: Performance checklist.

**Dental Assistant Specialty QTP
TRAINING**

VOLUME 8

MODULE 6

PERFORMANCE CHECKLIST	SAT	UNSAT
TRAINING		
1. Evaluate personnel training needs		
a. Conduct and document an initial evaluation of newly assigned personnel on duty position (include core tasks) knowledge, and skills within 60 days of assignment		
b. Review Part I of the 4Y0X1 CFETP		
c. Review work center Master Training Plan/Master Task List		
d. Define supervisor and trainee responsibilities		
e. Reference members JQS to determine members level of experience and what training needs to be accomplished		
f. Conduct a practical (hands-on) evaluation of tasks as necessary		
2. Determine/prepare job qualification standards		
a. Evaluate newly assigned personnel for training		
b. Place the JQS into the trainees Air Force training record		
c. Document the training the individual is receiving or has received		
d. Place start dates in the appropriate column for each task when the individual entered training		
e. Enter a completion date when training for a task was completed		
f. Obtain appropriate digital signatures		
3. Conduct training		
Prepare for training		
a. Set training goal		
b. Determine trainees experience level and requirements		
c. Prepare and coordinate a training schedule		
d. Coordinate the training area and equipment		
e. Define a clear objective (behavior, condition and standard)		
f. Develop a task breakdown		
g. Determine the training method		
Conduct training		
a. Have all training materials and equipment available and prepositioned		
b. Explain the objective for the procedure to the trainee		
c. Demonstrate proper procedures, emphasizing safety throughout		
d. Display a positive attitude, provide encouragement and reinforcement		
e. Provide adequate practice time		
f. Evaluate trainee and provide feedback		

Dental Assistant Specialty QTP TRAINING

VOLUME 8

MODULE 6

PERFORMANCE CHECKLIST	SAT	UNSAT
TRAINING (continued)		
g. Document training properly in training record		
4. Counsel trainees on their progress		
a. Review OJT record and duty performance for a determined period of time		
b. Schedule a time for the counseling session and ensure it is in a place free of distractions		
c. Focus counseling on strengths, and areas needing improvement		
d. Set goals for next period of time		
5. Maintain training records		
AFTR		
a. Complete ADLS web-based AFTR training		
6 part folder		
a. Review CFETP 4Y0X1 and AFI 36-2201		
b. Review/update each tab in training record accordingly		
c. Document initial orientation on AF Form 623a		
d. Document CDC progress (if applicable)		
e. Document entry into upgrade training (if applicable)		
6. Monitor effectiveness of training programs		
a. Review trainee's CDC progression to ensure its on schedule		
b. Review trainee's STS to ensure core tasks training is on schedule		
c. Gather information from trainer about trainee's progression		
FINAL RESULT:		

	Rank/Name	Signature	Date
Trainee			
Trainer			
Certifier			

**DENTAL ASSISTANT SPECIALTY QTP
VOLUME 8**

MODULE	TITLE	Date Completed	Trainers Initials
1	ORIENT NEW PERSONNEL		
	Orienting new personnel		
2	WORK METHODS AND PERFORMANCE STANDARDS		
	Evaluate work methods and performance standards		
	Schedule work assignments and priorities		
	Evaluate performance of personnel		
3	SUPERVISION		
	Resolve management problems personnel are unable to solve		
	Counsel personnel and resolve individual problems		
	Initiate action to correct substandard performance		
4	PREPARE WRITTEN JOB DESCRIPTIONS		
	Prepare written job descriptions		
5	EVALUATE STAFFING LEVELS AND UTILIZATION OF PERSONNEL		
	Evaluate staffing levels and utilization of personnel		
6	TRAINING		
	Evaluate personnel training needs		
	Determine/prepare job qualification standards		
	Conduct training		
	Counsel trainees on their progress		
	Maintain training records		
	Monitor effectiveness of training programs		

RANK/NAME:

**DENTAL ASSISTANT SPECIALTY QTP
VOLUME 8
TRAINING REFERENCE LIST**

Note: Always refer to current version of the references listed

1. CDC 4Y071 Volume 1, *Dental Assistant Craftsman*
2. AFI 36-2201, *Air Force Training Program*
3. Dental Management Guide
4. 4Y0X1 Career Field Training Plan (CFETP)
5. AFPAM 36-2241, *Professional Development Guide*
6. AFI 36-2618, *Enlisted Force Structure*
7. AFI 36-2907, *Unfavorable Information File (UIF) Program*