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## Overview

This standard is about reviewing clients' prescriptions and instructions, identifying the client's requirements and assessing and advising on the feasibility of meeting the client's requirements. This also includes correctly identifying the materials and equipment which will be required.

The term 'client' is used to mean the member of the oral health care team who has prescribed the custom-made dental device. Clients may be external to the organisation (such as other laboratories, dental practitioners, training schools) or internal (within a dental hospital). The individual is the one for whom the custom-made dental device is being made.

The design and manufacturing process may be carried out in a regulated dental laboratory within a variety of settings.

Users of this standard will need to ensure that practice reflects up to date information, policies and regulations.

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## Performance criteria

### *You must be able to:*

1. communicate with relevant others at a pace, manner and level appropriate to their understanding, preferences and needs
2. review the prescription and contract and correctly identify the materials and equipment which will be required
3. assess the risks involved in undertaking the manufacture of the custom-made dental device and take appropriate action to rectify any risk
4. select the correct type and quantity of materials that will be required
5. move and handle equipment and materials in an appropriate, safe manner which is in line with operating procedures and laboratory policy
6. record requests and specifications for custom-made dental devices in a manner which is consistent with legal and organisational requirements
7. ensure that the impression has been effectively cleaned before it is evaluated for its suitability
8. assess the information received from the client for its clarity in order to manufacture the dental device
9. assess the quality of the impressions, casts and occlusal registration for their ability to conform to the individual case
10. contact clients promptly to discuss any issues to ensure the best outcome for the individual
11. confirm that the preliminary impression or data sets matches the case data
12. handle the impression in a manner which minimizes the risk of cross infection and distortion
13. provide advice to relevant others on the feasibility of the work
14. dispose of waste in accordance with all relevant legislation, guidelines, and workplace procedures
15. complete and store all documentation in accordance with relevant legislation, guidelines, and workplace procedures

## Knowledge and understanding

### *You need to know and understand:*

1. how to communicate with relevant others at a pace, manner and level appropriate to their understanding, preferences and needs
2. the importance of applying standard infection control precautions and the potential consequences of poor practice
3. the range of information that is needed from clients and why each item is required
4. the nature, purpose and use of impressions
5. how to assess the acceptability of impressions and occlusal registration data and common problems which are found with them
6. how to assess casts and occlusal registration data by visual methods
7. how to provide advice to relevant others if work is not feasible
8. the design process and how to interpret various design requests
9. where to access sources of information related to the design process
10. how to select and use the most effective dental materials in line with operating procedures and laboratory policy
11. methods of manufacturing casts for different purposes including digital representations
12. the importance of checking the surface accuracy of the prepared cast prior to further work
13. factors affecting the accuracy of casts, the actions to be taken if cast inaccuracies are identified, and how to skillfully modify the cast if minor inaccuracies are identified
14. how to record essential information on the cast to enable ongoing design, manufacture, modification and location
15. methods of marking casts with individual identity
16. the physical and chemical processes used in the manufacture of cast materials and the ideal properties of the materials used
17. how to select and use the different kinds of articulators for the individual case including digital versions, the purpose of face bows and jigs, and what each are used for
18. methods of manipulating articulating plaster
19. manufacturers' instructions and workplace procedures for cast materials
20. the type of occlusal registration materials and factors affecting accuracy

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21. relevant anatomy and physiology of the mouth sufficient to allow for the identification of anatomical features on the cast and for its further analysis
  22. structure of the oral tissues related to casts and the design and manufacture of custom-made dental devices
  23. the nature and function of hard and soft tissues and the possible effects of impression taking
  24. the design principles of custom-made dental device and how they can contribute to the individual's oral health and wellbeing
  25. occlusal classifications, relationships and methods of recording and using these in the manufacture of custom-made devices
  26. the broader factors (sociological, behavioural, environmental and economic) that contribute to oral health and illness
  27. different methods of waste disposal and how to apply these
  28. the importance of updating documentation and storing individuals records safely and securely

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Assess and advise on the feasibility of meeting requirements for custom-made dental devices



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