

School of Dentistry
1 January 2025



CREATE CHANGE

BDS Sc(Hons) & DMD Student Handbook



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DENTISTRY AT UQ



Welcome to School of Dentistry at the University of Queensland. Our School has a proud history of over 75 years of excellence in dental education and research, and you are now becoming part of that journey!

Coming into a new institution is an exciting opportunity for personal as well as professional growth. You will be interacting with high performing students and with staff members who are very passionate and committed to what they do. Be inspired by others and share what you learn with your classmates.

The School of Dentistry BSc(Hons) and DMD handbook is designed to detail your responsibilities and obligations as a student and includes general information that would not usually be included in an Electronic Course Profile (ECP). Some of the information contained in this handbook is available on the University website (for details see links within the document). This information is regularly reviewed and updated therefore it is your responsibility to ensure you check the website for the latest versions of these documents.

If you have any questions regarding general information about the School of Dentistry or the Oral Health Centre you should in the first instance consult this handbook. If you have any questions about managing your program or enrolment, the [my.UQ website](#) is the recommended starting point. If this does not answer your query, consult the Student and Academic Services Team (SAS), Room 7410, Level 7, Oral Health Centre, Herston.

If you have issues or feedback about a particular course, then you should consult the relevant [Electronic Course Profile](#) before discussing your issue with the relevant Course Coordinator. Both the BSc(Hons) and DMD programs have a dedicated Program Convener and issues that are relevant to the program should also be brought to the attention of your Student Representative. Student Representatives should bring these matters to the relevant committee meetings for discussion. For your own benefit, it is important that potential issues affecting your study are addressed early so that appropriate action can be taken.

I wish you every success in your studies.

Professor Sašo Ivanovski

Head of School

Mission Statement

Our purpose is to improve oral health for all by developing high quality, adaptable clinicians, teachers and researchers who make outstanding contributions. We nurture a supportive School community and partner with society, industry and the profession to drive learning, innovation and discovery.

my.UQ

[my.UQ](#) contains very helpful information including how to manage your program, manage your details, student support, and IT support. my.UQ should be your first reference point when searching for information about fees, processes, forms and other program related information.

UQ PPL

(Policies and Procedures Library)

Some information contained in this handbook is sourced from the [UQ Policies and Procedures Library](#) (PPL). As these policies are updated on a regular basis, it is the responsibility of students to check for the latest version of these documents as there are frequent updates.

Facilities

The School has two main teaching locations: The Oral Health Centre (Herston) and St Lucia. Research laboratories are within the School and also at the UQ Centre for Clinical Research (UQCCR). Campus maps can be found here: <https://campuses.uq.edu.au/information-and-services/maps>

School Leadership

A full staff list can be found at [School of Dentistry](#).

Head of School	Prof Saso Ivanovski
Director of Teaching and Learning	Dr Sowmya Shetty
Director of Research	Prof Loc Do
BDS (Hons) Program Convenor	A/Prof Sobia Zafar
DMD Program Convenor	Dr Nicole Stormon
DClinDent Program Convenor	A/Prof Ryan Lee
School Integrity Officer	A/Prof David Thomson
School Manager	Sarah Robinson

Professional Staff

The School of Dentistry Student and Academic Services (SAS) Team provides support to students in the form of a 'life cycle' approach – from admission and enrolment through to graduation, engagement as alumni, postgraduate study and research. Students may contact the SAS Team regarding any student administration matters, for both undergraduate and postgraduate students.

It is important that all queries regarding any aspect of student administration are taken directly to the SAS Team and not the office of the Head of School.

The SAS Team are here to assist you, so please don't hesitate to contact us at dentistry@enquire.uq.edu.au or (07) 3365 8022.

You can visit SAS on Level 7, Room 7410, Oral Health Centre, Herston between 8.30am and 4.30pm Monday to Thursday and 9.00am and 4.00pm Friday.

STUDENT SUPPORT

UQ takes a holistic approach to student support led by [Student Central](#). Assistance is available for:

Student administration

Academic records
Admissions and changing programs
Enrolment and fees
Exams and calculator approvals
Forms and certified documents
Graduation queries
Orientation and timetables
Study (or academic) progression
Withdrawing from a course or program

Student Support

Counselling
Wellbeing
Study Skills

CONTACT INFORMATION

St Lucia – Student Central (Building 42), 8am – 5pm

1300 275 870 (8.30am-5pm)

Herston – Student Hub, Oral Health Centre, Level 5,
8.30am – 4.30pm

student.services@uq.edu.au

07 3365 1704

8.30am—5pm

<https://my.uq.edu.au/contact/student-central>

GENERAL INFORMATION

No Smoking

The University of Queensland is smoke-free across all of its campuses.

Locker Keys

University locker keys are assigned to students at the commencement of Year 1 and can be kept for the duration of your program. It is your responsibility to ensure that your locker remains locked, and the School of Dentistry takes no responsibility for any lost or stolen belongings. If your key is lost, you will need to pay a replacement fee to obtain a new one.

Mobile Phones

Students are advised that they must NOT use mobile phones in clinics or laboratories. Mobile phones may be used in lecture theatres and other rooms during certain learning activities in which mobile devices are required, however they should not be used in these spaces for any other purpose. The misuse of mobile phones in any of these teaching areas creates disruption in classes and will not be excused. Any student misusing a mobile phone or failing to turn their phone off or onto silent during class time will be asked to leave the class. A reminder that it is illegal to use mobile phones to record conversations without asking the permission of the people you are recording.

Use of Recording Equipment in Class and Meetings

Students are not permitted to make any recordings of a class or a meeting without prior written permission from the course coordinator(s). Failure to comply with this direction may constitute misconduct. Suspected misconduct of this nature will be dealt with in accordance with PPL Student Integrity and Misconduct Policy.

Headphones, Earphones, Earbuds

Individuals wearing earbuds and earphones cannot hear others, nor can they hear alarms, equipment etc. The electrical leads to the earbuds are also a hazard for the user in many manual tasks. Wearing earphones and earbuds whilst working in laboratory and clinical areas of the School is NOT permitted, in accordance with UQ OH&S policies unless directly identified in a Student Access Plan and approved by the course coordinator.

Lost Property

Lost property should be handed in at the Student Hub on Level 5, OHC.

Referencing Style for Student Assignments

The preferred referencing style for student assignments in the School of Dentistry is Vancouver. A style guide is available through the UQ Library and support from the Ask Us desk.

Students Repeating Courses

Students repeating courses must maintain competency in all other related discipline areas. The student is not required to complete assessment in regard to these discipline areas, but are encouraged to attend lectures. Students will also be enrolled in the Blackboard sites for their year level in order to access study materials, but are not required to complete assessment for any of these courses. As maintaining competency is required in preparation for courses in the following semester/year of study, should the student progress they will be offered a period of bridging pre-clinic and clinic activities prior to commencement of the next year level. Please note students must be enrolled in an DENT course while maintaining competency due to OHS and insurance issues.

Students Granted Credit Transfer

Students who have been granted specified credit transfer for DENT courses must maintain competency in these courses during the semester/year to ensure that they are prepared for progression to the next level of study. Students should see the course coordinator to ascertain class attendance to maintain competency in a discipline area. Please note that students must be enrolled in an DENT course while maintaining competency due to OHS and insurance issues.

STUDENT COSTS (Instruments, Equipment & Books)

BDS(c(Hons) and DMD students at The University of Queensland are required to purchase their dental instruments directly from the suppliers. To assist you with this, a list of compulsory equipment and instruments has been compiled in Appendix 3 of the BDS(c(Hons) and DMD Pre-commencement Guides and a recommended supplier has been included.

Students wishing to purchase books are advised to consult the course profiles for individual courses and where necessary to seek advice from course coordinators. Student notice boards at all teaching centres advertise textbooks for sale second-hand. Textbooks are available from the University School Locker Bookshop at St Lucia and Herston.

SECURITY & ID CARDS

Student ID Cards

Follow the procedures outlined [here](#) to apply for or replace your student card. Your Student ID Card is your key, your library card, and the only identity accepted at examinations. Keep it safe and keep it with you.

Security System

Our security system protects buildings and occupants after hours. The system monitors, locks and unlocks exit doors, and includes a range of sensors which determine the movement of individuals through areas.

Contacting Security

(07) 3365 1234

security@pf.uq.edu.au

Emergency*: (07) 3365 3333

*e.g. fire, violence, medical emergency, trapped in lift



You may also choose to download the **UQ Safe Zone** app at:

<https://campuses.uq.edu.au/information-and-services/security/safezone>

SafeZone is a free smartphone app that connects staff and students with Security and emergency services during a first-aid or emergency situation on UQ campuses and sites.

The app allows you to make an emergency call to Security and instantly give them your location. You can also make first-aid calls for medical attention and calls for general help such as finding the location of lecture theatres if you are lost. The app sends your location to Security so they can respond immediately.

UQ DENTAL STUDENT ASSOCIATION (UQDSA)

The [University of Queensland Dental Students Association \(UQDSA\)](#) is the student representative body for those enrolled in BSc(Hons) and DMD programs at UQ.

[UQDSA](#) wishes to congratulate and welcome you to the start of a life-long journey into dentistry. For your comparatively brief time as a student, UQDSA is here to foster a sense of community and enrich your student experience. Throughout the year, there are a range of events and programs designed to provide members with academic, social and sporting opportunities.

Services available:

- First Aid and CPR courses will be available on weekends from mid-January. Please note that UQDSA will require sign up to these sessions via a Google sign on form.
- Academic seminars by leading practitioners
- Dental equipment and service tradeshow
- Domestic and international volunteering opportunities with external providers
- Connections with wider dental world, including Finance, Dental Specialist Societies and Insurance
- Much more!

Membership benefits:

- Food discounts at local business outlets
- Subsidised protective equipment
- Exclusive social event ticket prices
- Tangka magazine deals (annual School magazine)
- Much more!

One-time membership fees are \$100. Membership is valid for the duration you are enrolled at UQ Dentistry (undergraduate or post-graduate studies).

Find out more about how UQDSA can enhance your student life by speaking with us during Orientation Week. Otherwise, reach out via our social media (<https://www.facebook.com/uqdsa>) or email (uqdsa.secretary@gmail.com).

Australian Dental Students Association (ADSA)

ADSA is the national student representative body for all dental students. Membership to ADSA is free and automatic. Collect your membership card during Orientation Week.

ENROLMENT & MANAGING YOUR PROGRAM

Enrolment through [mySI-net](#) is the responsibility of the individual student who must be familiar with general University enrolment procedures as well as the specific course enrolments for each year of their program. Each student must ensure that the details of enrolment are correct and that they are enrolled for both first and second semesters by the [due dates](#) determined by the University. The BSc(Hons) and DMD course lists can be found [here](#) and [here](#) respectively.

Once you enrol, you will be able to access other systems such as the Placement Ready team's portal [InPlace](#).

[Electronic Course Profiles](#) and [Blackboard sites](#) detail individual course requirements.

[my.UQ](#) is the place to search for information about managing your program.

Credit Transfer

Please see the procedure for [applying for credit](#) for previous study.

You may also wish to refer to the [Credit Precedents Database](#), which can help you determine your eligibility for credit by looking at the precedents established for courses previously assessed for credit by UQ.

Domestic student applications should be submitted as soon as all relevant documentation can be provided and by the enrolment closing date for the semester in which the award of credit may affect your program of study.

International students must submit the application no later than the first week of the semester in which the award of credit may affect your program of study.

Students should be aware of the implications of approved credit transfer because a reduction in total units may affect eligibility for Student Allowance from the Federal Government. Please note that credit transfer will not be reversed once approved and processed.

Timetables

BSc(Hons) Year 1 and 2 students should check [my.UQ](#) for their timetables.

Students in Years 3 and 4 are able to view their clinic timetable on Bachelor of Dental Sciences community Blackboard site. Placements outside of the OHC will be on the InPlace portal. The Year 5 OHC roster is found on the Metro North ISOH system.

DMD students will be able to view their timetables via the [my.UQ](#) Dashboard.

Group Lists

Students are allocated to groups for laboratory and clinical work in order to ensure equitable access to resources. Group allocations are made before the commencement of semester. It is the responsibility of each student to check group lists before the commencement of semester. Lists will be available on your program's community Blackboard site.

STUDENT ACCESS PLAN (SAP)

The University of Queensland has a commitment to providing equal opportunity for all students and to promoting inclusion through valuing diversity. In particular, the University has a long-standing commitment to assist students with disabilities.

Any student with a disability who may require alternative academic arrangements in the program is encouraged to seek advice at the commencement of the semester from a [Diversity, Disability and Inclusion Adviser](#) at [Student Central](#). While it is the responsibility of the relevant Faculty to liaise with professional and registration bodies regarding the acceptability of any adjustment to an academic program, [UQ Health Care](#) can arrange advice and assistance on professional accreditation/registration issues that might arise as a result of alternative arrangements.

Diversity, Disability and Inclusion Advisers can help you develop plans for academic accommodations and can discuss accessibility or cultural requirements, illness, injury or mental health condition. Students with primary carer responsibilities may also be eligible for services.

(07) 3365 1704

Email: student.services@uq.edu.au

[Book an appointment](#)

ATTENDANCE

All dental programs at UQ are full-time programs and 100% attendance is expected. The School of Dentistry has strict attendance requirements and takes absence from preclinical and clinical learning activities very seriously. An absence is defined as non-attendance from a day, a session, or any part thereof, even when you are assisting. This includes arriving late or leaving early.

The School of Dentistry Participation and Attendance Guideline specifically applies to participation and attendance of Clinical sessions in the schools' programs.

1. Students in the BSc(Hons) and DMD programs in their last two semesters of study must attend at least 95% of the Clinical sessions.

An INC grade will be recommended if the attendance is greater than 85% but less than the required 95%. A SUPP grade will be recommended if the attendance is greater than 75% but less than 85%. A FAIL grade will be recommended if the attendance is below 75%.

2. Students in the BSc(Hons) and DMD programs in all other semesters of study must attend at least 90% of the Clinical sessions.

An INC grade will be recommended if the attendance is greater than 80% but less than the required 90%. A SUPP grade will be recommended if the attendance is greater than 70% but less than 80%. A FAIL grade will be recommended if the attendance is below 70%.

Students recommended for an INC or SUPP grade will be required to complete 100% of the additional week of Clinical sessions during the semester break. The timing of this additional week will be determined by the school in consultation with the placement provider. If this additional week is not completed a FAIL grade will be awarded.

The course grade recommended due to not attaining the required participation and attendance assumes all other requirements for the course were satisfactorily completed.

The School Board of Examiners makes the final grade recommendation.

Both explained and unexplained absences and preapproved leave count towards the above percentages.

Unexplained absences will be dealt with under the [UQ Fitness to Practise Policy](#).

Students must monitor their own participation and attendance of their clinical sessions. Students can contact the Course Coordinator if they are concerned about their participation and attendance.

The guideline does NOT apply to absences when assessment has been scheduled, e.g. Exams. In such cases, please refer to section 5.3 of the relevant ECP for rules regarding extensions and deferred exams.

How to report absence from all Preclinical and Clinical Learning Activities, including supervisory activities undertaken by Postgraduate Students, at all locations.

- Students must report **all absences** by no later than **7:30am on the day they will be absent** by completing the Absentee Form - <https://survey.app.uq.edu.au/student-absence>



- If the absence from clinic is for more than one day students will be removed from clinic rosters for the period covered by their medical certificate. If a student becomes fit to attend clinics before the end date of their medical certificate, they must provide an updated medical certificate stating they are fit to commence clinical practice again. Please note it may not always be possible for patients to be reallocated at short notice.
- Appropriate evidence explaining the absence must be submitted to SAS via [email](#) within three (3) business days of the last day of leave. If evidence is not provided within this timeframe, the absence will be treated as a 'non-attendance without a valid reason' and dealt with under UQ Fitness to Practise Policy. Where a student is absent due to illness, they must provide a medical certificate and/or other appropriate supporting documentation.
- **Requests for Pre-Approved Absence** should be submitted to SAS at least **8 weeks in advance** of the absence, unless extenuating circumstances (such as a death in the family or medical emergency) apply. A student applying for a pre-approved absence due to exceptional circumstances, must submit a formal, written application to SAS on the Request for Pre-Approved Absence Form, which is available on the BDCs and DMD Organisation Blackboard sites. Approval is not automatic - absence requests will be considered for approval on a case-by-case basis by the School of Dentistry.
- To be clear, students who are approved for their absence will not be exempt from mandatory course requirements including assessment. Students who are **not** approved for their absence and do not attend the Preclinical/Clinical Learning activity will be dealt with under [UQ Fitness to Practise Policy](#).

PLACEMENT REQUIREMENTS

Most clinics at the Oral Health Centre are managed and operated by Metro North Hospital and Health Service as part of the Oral Health Alliance between The University of Queensland and Queensland Health. Whenever students enter a clinical facility either here at the Oral Health Centre or at an external facility, they are considered to be on clinical placement. This includes Year 1 and 2 BSc(Hons) and Year 1 DMD students who are engaging in simulated learning activities in the clinics. Because of this there are a number of pre-placement requirements that you must meet prior to commencing a placement including:

- legislative requirements;
- occupational health and safety and security requirements;
- workplace confidentiality requirements; and
- other workplace policies and procedures.

The HABS Faculty Placement Ready Team has the essential information at the [Prepare for Your Dentistry Placement](#) website. Please familiarise yourself with all the information there. It is the most up-to-date resource for you for the timing and detail of your pre-placement requirements.

Please complete and upload all pre-placement requirements as soon as possible. You will not be allowed into the clinic to see patients without clearance from the Placement Ready Team for all your pre-placement requirements.

Placements system - InPlace

The [InPlace portal](#) enables you to upload your pre-commencement documentation. You will be able to access the portal after you enrol in your courses each semester. Immunisation records should not be uploaded to InPlace – you will receive an email requesting that you upload your immunisation record to [my.UQ](#).

If you have any questions about InPlace or your pre-placement requirements, please contact the HABS Placement Ready Team. You can find their contact details at the [Prepare for Your Placement](#) website.

PROFESSIONAL CONDUCT

The Oral Health Centre is a major health care facility where members of the public are treated, and as such is committed to promoting a high standard of patient care across all programs. As representatives of the School, students are expected to conduct themselves in a professional manner at all times. This includes communicating with patients, staff and colleagues in person, via email correspondence or telephone. Examples of the way in which students are expected to behave are outlined below. All staff have been informed of these measures and have been asked to help reinforce them.

The information below should be read in conjunction with the [Student Code of Conduct](#) and the [Fitness to Practice Policy](#).

All students are reminded of the following:

1. Students should not be late to lectures, seminars or clinical sessions. Staff may wish to deny access to a student who attends late.
2. Students should always have their mobile phones turned to silent during lectures, seminars, and clinical sessions. Using mobile phones to send text messages, browse the web, etc. during classes is unacceptable professional behaviour.
3. Students should not carry their clinical gowns between clinics or wear them between clinics. Clinical gowns are for use in the clinics only.
4. Students should walk through corridors and stairwells quietly and should always keep left. Please remember that there are patients being seen as you pass by clinics, so keep noise to a minimum.
5. Students should introduce themselves to their patients by their first name.
6. Students should introduce their clinical demonstrators to their patients with the appropriate title such as Dr, Associate Professor or Professor followed by their surname. Use of the clinical supervisor's first name is not appropriate.
7. Students should address academic staff and clinical demonstrators with the appropriate title such as Dr, Associate Professor or Professor followed by their surname. Use of their first name is not appropriate.
8. Technical, reception, and dental assisting staff may be addressed by their first name. This is at the request of such staff.
9. Students must treat School Staff (academic, teaching, administrative, clinical and laboratory staff) with respect and courtesy. Abuse of staff under any circumstances will not be tolerated and will be considered grounds for misconduct.
10. Students should first contact their Course Coordinator in relation to any academic issues with a particular course, including a clinical one. If the issue cannot be resolved then students should follow the grievance procedures as outlined in the [Student Grievance Resolution PPL](#).
11. If the issue is of a clinical logistic nature, students should also address this with their Course Coordinator in the first instance. Only if this cannot be resolved, should the matter be directed to the Clinical Director. Students should not contact the Clinical Director in relation to any academic issue related to clinical work. This should be directed to your Course Coordinator.
12. Students are NOT ALLOWED in any circumstance to
 - a) Use their mobile phone in class unless it is an emergency (permission must be sought prior if you are expecting a specific call)
 - b) Leave the class early or attend other classes unless directed (as mentioned above)

- c) Carry on loud, disruptive conversations with other students.
- d) Use their computers or laptops for purposes other than patient care within the classroom
- e) Use the clinic computers without dentist or senior dental assistant supervision and/or permission.

BDS(c(Hons) Students

The following expectations of professional behaviour and performance apply to students when working in **Metro North Dental Clinics**. Students are always required to:

1. adhere strictly to the published dress code.
2. attend clinic on time:
 - a. 8:00am in the morning session
 - b. 12:45pm in the afternoon session
3. not admit any patients into the clinic before 8:00am. Patients will be admitted into enter the clinic only in the presence of an administration officer.
4. perform the 5 moments hand hygiene.
5. adequately prepare the clinic for patient treatment and start on time.
6. attend a start of session huddle and discuss clinical cases with the supervisor, prior to seeing the patient.
7. be prepared for the clinical session. This includes the following:
 - a. have basic knowledge of the intended treatment procedure, and review case notes and existing radiographs, whilst planning for additional investigations if needed.
 - b. have a working treatment plan.
 - c. ensure any prosthodontic workup is ready (wax-ups and models surveys and designs)
8. Confirm the correct patient by using 3 forms of identification (i.e., name, DOB, postcode)
9. Introduce yourself to the patient including your name, role, year level.
10. Introduce the supervisor, formally using the supervisor's full professional title and name.
11. Refer to the patients by their name.
12. Avoid extensive discussions or questions in the presence of patients leading to unnecessary delays in treatment provision. Ensure extensive discussions or questions are left until the end of the session if it does not directly impact treatment provision.
13. Strictly follow all directions given by the supervisor or a clinical staff member, when in clinics.
14. Strictly report to the supervisor at the start of the session, unless formally advised otherwise.
15. Inform the supervisor as soon as possible, if you do not have an allocated patient
 - a. The supervisor may:
 - i. Allocate you another patient, within the same clinic.
 - ii. Re-direct you to another clinic
 - iii. Direct you to assist another specific student.
 - iv. Change an appointment time slot.

- v. Ask you to use the spare time to run ISOH reports and complete tasks such as adding missing treatment items, managing unsigned clinical records, identify appointments not compliant with 3C's, and provider item summary.
16. Ensure you check with a supervisor and senior dental assistant first, if you want to use a clinical room that you were not initially allocated to, within a rostered session.
17. Students **MUST NOT** leave the clinic, during a rostered clinic session, without notifying their supervisor, for more than 5 minutes.
 - a. If a student is to leave the allocated clinic, for more than 5 minutes i.e., other than toilet breaks or drinking water, appropriate permission must be sought from the supervisor, and a note left on the clinic's glass wall. Information in the note left should include:
 - i. Where the student can be located (Clinic, chair)
 - ii. What the purpose of leaving the allocated clinic was (e.g., Chair side assisting, lab work, reallocation for other reasons)
 - iii. When and if, they will be back.
 - iv. Who provided the permission (Dr XYZ).
18. SAS will be notified of a session absence if a student:
 - a. is late for a clinical session.
 - b. Has not followed the appropriate dress code.
 - c. leaves the clinic early for any reason.
19. Students **MUST LEAVE** the clinic during the nominated lunch break time, and at the end of the day at 16:45. Students must not be present in the clinic in the absence of any staff members.
20. Students are **NOT ALLOWED** in any circumstance to:
 - a. Use their mobile phone in the clinic unless it is an emergency (permission must be sought prior if you are expecting a specific call)
 - b. Leave the clinic early or attend other clinics unless directed.
 - c. Carry out loud, disruptive conversations with other students.
 - d. Use their computers or laptops for purposes other than patient care.
 - e. Use the clinic computers without dentist or senior dental assistant supervision and/or permission.
21. SAS can be notified of any non-adherence to the above-mentioned requirements

Code of Conduct for the Gross Anatomy Facility (GAF)

The University of Queensland has policies and processes relating to the [Gross Anatomy Facility \(GAF\)](#). A [Code of Conduct](#) applies to all students using the GAF. The policies and code directly reflect the regulations that cover activities in Schools of Anatomy in Queensland, as specified by state law and overseen by Queensland Health. The following matters, consistent with state law, are of particular note:

- electronic devices, including tablets, laptops and mobile phones, are not permitted in the GAF,
- specific activities undertaken in the GAF must not be discussed with non-GAF students, or outside the facility, or on social media sites including closed groups,
- there will be limited opportunities for supervised individual study in the GAF, although there will be some capacity for revision prior to exams.

These provisions highlight the importance of ensuring that policies and processes reflect both the law and community expectations. The GAF operates thanks to the extraordinary generosity of body donors and their families, and it is vital that we honour these people by ensuring all activity in the GAF is conducted in an appropriate and respectful manner. It is also incumbent on GAF staff to ensure students are supervised at all times in the facility. We are proud of the manner in which students behave in the GAF, and we are confident you will continue the tradition of treating the facility and our body donors with respect.

Email Etiquette

Students are expected to use only official UQ email accounts for correspondence with staff (emails coming from other accounts will be made low priority). The School will only use your official UQ email account to contact you. It is your responsibility to check your email regularly (preferably daily).

Emails should have a polite tone and should always include a signature at the end of the email containing the student's full name, year in your program, student number, and student email address. This email etiquette applies to all new emails and replies between Students and University of Queensland staff. The following example provides a guide to the standard of professional communication expected for all students when communicating via email.

Example:

From: Tom Tooth [mailto: example.email@uq.net.au]

Sent: Tuesday, 28 February 2021 11:07 AM

To: Your Lecturer <Y.Lecturer@uq.edu.au>

Cc: [Include the email of other students; academic staff involved with matter]

Subject: DENT1060 – Attendance at clinic session 1/2/2018 [Course code and topic of email]

Dear Dr. Lecturer [Select the correct title (Professor/Associate Professor/Dr/Mr/Ms), followed by surname. First names are not appropriate],

[Identify Yourself] I'm a 1st year student who has been enrolled in Clinic Group A for the DENT1060 practical sessions. [Outline your reason for emailing]. I have noticed that my name was missing from the attendance register at the first clinic session held on 1st February 2021.

[Offer further detail] I was wondering if it would be possible for me to sign the attendance register for the previous week at our next lecture? If so, what is the best way for me to do this?

[Polite sign off, followed by an email signature]

Thank you and kind regards,

Tom Tooth

1st year BSc (Hons) student number

Participation in Charity Fundraising Events

While participation in charity fund-raising events by students is commendable, the School of Dentistry is a major health service provider offering dental treatment to members of the public who are from different backgrounds and cultures. As such, standards of professionalism must be adhered to by students, and at no time must the health and safety standards in clinical areas be compromised or patients made to feel uncomfortable.

Students who wish to participate in charity fund-raising events (e.g. World's Greatest Shave) during the teaching semester, which will impact on hair and dress code standards at the School, must seek approval from the Head of School. Students should also consider if participation in fund-raising events outside of teaching periods will continue to affect their appearance once classes resume, as students may be refused entry by supervisors into clinics and other facilities if they do not meet dress code standards. Further information regarding dress code can be found in the 'Professional Conduct' section of this guide.

DRESS CODE

All students are to present a professional image regardless of their role. Dress standards should be appropriate to the functions being performed, health and safety and cultural diversity

- follow the [Code of Conduct](#) issued by UQ and ensure they behave and dress in an appropriate manner at all times.
- maintain the highest standards of personal hygiene, cleanliness, and grooming.
- read and understand the following directives.
- maintain the following standards of dress when working in, or passing through, any clinical or preclinical area in the Oral Health Centre and when on placement at external clinics.

BDS(Hons) Students

See OHA Professional Dress Code - [Appendix 1](#)

DMD Students

See Dress Code – [Appendix 2](#)

The dress code guidelines can also be found on your program's [Organisation Blackboard pages](#).

SCHOOL OF DENTISTRY LOUPES GUIDELINE

Effective 10th June 2024

It is recognized that clinical practice of dentistry, certainly in some disciplines, has greatly benefited from the use of magnification and illumination. Many clinicians use loupes and most dental schools encourage their use. Evidence confirms the utility and effectiveness of loupes in dentistry.

Who should use magnification?

The use of loupes and light systems is highly recommended to all students in all programs within UQ's School of Dentistry. The loupes can be used in both the preclinical and clinical teaching environments for approved procedures, including assessment. The use of loupes in the pre-clinic and clinic is only permitted after attending formal training. Loupes and lights are considered a personal purchase by each student or practitioner. The School cannot contribute to the cost of loupes.

Procedures where magnification is recommended

Loupe use is recommended for:

- Most operative dentistry procedures
- All endodontic procedures subsequent to dental dam application
- Finish and assessment of crown and filling margins
- Assessment of interproximal calculus
- Assessment of texture and extent of deep caries

Loupe use is not recommended for:

- Extraoral and intraoral diagnostics
- Local and block anaesthesia
- Incisions
- Impression taking

Loupe use at the discretion of the supervisor:

- Extractions, including surgical extractions

Recommended types of loupes

Loupes vary in quality and cost, and students are encouraged to thoroughly research products before purchasing. The current consensus of recommended magnification is 2.5X, and an adequate lighting system is highly encouraged as well.

Important note: When selecting the loupes, they **MUST** be mounted on or be fully integrated with adequate protective eyewear, including side protection, and meet AS/NZS 1337.6. Some examples:



ACCIDENT AND INCIDENT PROTOCOL

- Students must recognise that they are entering an unfamiliar environment when they are practicing in placement clinics and they are increasing the speed with which they work. This places students at added risk of sharps injuries.
- Students must be aware of this risk always and be careful and take appropriate precautions.
- Students have a legal and ethical duty not to place their patients at risk and are responsible for taking all precautions to prevent sharps injuries.
- Students must make themselves familiar with the Clinic protocol on their first day at any clinic.

If a student is injured:

- Stop treatment of patient immediately.
- Obtain first aid treatment
- Report all sharp injuries or suspected sharps injuries to a Dental Assistant or Clinic
- Inform their supervisor and follow their advice for reporting and next steps as per clinic requirements (e.g. bloods)
- UQ [WHS Incident Form](#) must be completed via the [UQ Safe- Incident](#) database located on the UQ HSW website
- Report absence if necessary

UQSafe - Pocket Safety app

The [UQSafe - Pocket Safety incident reporting app](#) enables UQ staff and students to quickly and easily report incidents or hazards via their mobile device. It makes reporting within UQSafe simple, fast and mobile-friendly.

You can download the UQSafe app from the [Apple App Store](#) and [Google Play Store](#).

Steps to configure, login and report are available at [Installing UQSafe pocketSafety app](#).

KEEPING SAFE ON CAMPUS

UQ cares about your personal safety. You can too, by:

- keeping yourself and others safe
- reporting all incidents and suspicious behaviour to Security, no matter how minor.

[UQ's personal awareness safety program](#) provides services and resources to help everyone play their part in keeping the campus safe.

SafeZone app

[UQ SafeZone](#) is a free smartphone app that connects staff and students with Security and emergency services during a first-aid or emergency situation on UQ campuses and sites.

UQ SafeZone allows you to make an emergency call to Security and instantly give them your location. You can also make first-aid calls for medical attention and calls for general help such as finding the location of lecture theatres if you are lost or have been locked out of your room.

The app sends your location to Security so they can respond immediately.

You can download the UQ SafeZone app from the [Apple App Store](#) and [Google Play Store](#). Install the app and run through the sign-up procedure to register for the UQ campus or site you attend.

INSURANCE

[University Insurance overview](#)

[Fact Sheet – Student Personal Accident](#)

[Fact Sheet – Insurance for UQ Students](#)

UQ & QLD HEALTH POLICIES

[Queensland Health - Preparing for your clinical placement](#)

Queensland Health Infection prevention – clinical guidelines and procedures [Infection Prevention](#)

UQ PPL [Working Safely with Blood and Body Fluids - Guidelines](#)

UQ PPL [Work Integrated Learning and Work Experience](#)

UQ PPL [Insurance Coverage and Management of Claims - Procedure](#)

Appendix 1 - OHA Professional Dress Code (BDS Sc(Hons))

Dress Code Guidelines

1. **Scrubs** - Students and staff members must wear scrubs (trousers and top) when in the Oral Health Centre, including the Clinics, the Dental Simulation Lab and the Dental Prosthetics Lab.

As the scrubs are considered “clinical uniform”, they can be worn outside the Clinics and Labs if needed, although it is recommended that these be used only in the Clinic and Labs.

Scrubs must be purchased online from the suggested provider and should not be altered. All students and staff should have enough scrubs to ensure they can be washed and ironed regularly to maintain a clean and neat appearance.

Students and staff are responsible for laundering and maintenance of their own scrubs. Scrubs can be ordered from [School Locker](#).

2. **Nametags** - The School/Clinic will provide colour-coded nametags, and these must always be visible and fixed to the scrubs over the left logo. When wearing gowns on top of the scrubs, the nametags do not need to be removed.

While undertaking any off-campus placement, students must ensure that the nametags are always visible.

The colour system for the name tags is:

- BDS Sc (Year 1) – Lilac
- BDS Sc (Year 2) and DMD Students (Year 1) – Yellow
- BDS Sc (Year 3) and DMD Students (Year 2) – Green
- BDS Sc (Year 4) and DMD Students (Year 3) – Blue
- BDS Sc (Year 5) and DMD Students (Year 4) – Orange
- DClinDent Students – Grey

3. **Business Casual Attire** - Staff and students who do not have clinical or laboratory duties may choose not to wear scrubs on these days. In these instances, they must wear Business Casual Attire, keeping an appropriate professional image.

4. **Footwear** - Footwear must promote a professional image and comply with the health and safety requirements of the role. Shoes must:

- Be in good condition.
- Be supportive of the foot.
- Have a non-slip sole.
- Be impervious to workplace hazards with attention to protecting the forefoot – enclosed, non-porous, and provide protection from injury related to sharps, hazardous material exposure, slips, trips and falls.
- Not have holes and/or design embellishments that present a potential health and safety risk to the staff member.
- Shoes must be suitable for operating foot controls. For this reason, the rear of the shoe must be enclosed.
- High heels, sandals and thongs are not acceptable.

Personal Protective Equipment (PPE)

When treating patients in the clinic, all students and staff members should adhere to the PPE standards specified in the OHA PPE Matrix. In summary:

1. **Gowns** - Short or long-sleeved disposable gowns are to be worn over scrubs to provide protection to the operator from aerosols, saliva, blood, and other contaminants.

Long-sleeved disposable gowns should be used when performing oral surgery procedures.

- Gowns should always be changed between patients, whether performing non-aerosol or aerosol-generating procedures and extractions. Gowns should not be used outside the clinic.
- Surgical sterile gowns should be used for all complex surgical procedures (e.g. implants, surgical extractions, endodontic surgeries, etc) and changed between patients.

The colour scheme of the disposable gowns is as follows (pending on suppliers' availability):

- Students – Dark Blue
- Dentists, Specialists and Supervisors – White
- DAs (when chair-side assisting only) Light Blue

2. **Gloves** - Incorrect glove use often undermines efforts to sustain correct hand hygiene according to the 5 Moments of Hand Hygiene. Therefore, consideration should be given to performing hand hygiene prior to donning gloves and again after doffing gloves. If gloves need to be changed while delivering patient care, this process must be followed each time.

Disposable gloves must always be used when examining or treating patients and handling contaminated items.

- Gloves must be removed before leaving the clinic bay, followed by regular hand hygiene procedures.
- Gloves should not be used in the “clean” areas.
- ABHR and/or handwashing should not be applied to gloves, gloves must always be removed to perform effective hand hygiene.
- Surgical sterile gloves should be used for all extractions and surgical procedures.

3. **Masks** - Disposable masks should be used for all clinical treatments. They are secured either by elastic loops around the ears or firmly tied at the back of the head and should not be worn under the nose or chin.

- Masks should be replaced for every new patient.
- Masks should be removed when leaving the clinic bay.
- Masks should be removed by only touching the elastic loops or ties, not the mask itself, to avoid cross-contamination.
- N95/P2 masks are not required routinely, unless determined by a specific risk assessment

4. **Hairnets** - Students and staff are encouraged to wear hairnets.

- Hairnets are mandatory when performing extractions and surgical procedures.

5. **Protective Eyewear or Face Shield** - Students and staff are required to wear safety glasses or face shields when treating patients at all times, and when performing laboratory tasks at risk of causing eye injuries.

Prescription glasses are not considered eye protection.

Eye protection should be cleaned between each patient care service.

6. **Bare Below the Elbow** - Hand hygiene is most effective when: skin is intact, nails are natural, short, and unvarnished, hands and forearms are free of jewellery, and sleeves are above the elbow. The Bare Below the Elbows (BBTE) Initiative aims to enhance the effectiveness of hand hygiene.

All staff/students having direct contact with patients or a patient's environment must be BBTE when performing hand hygiene and comply with the points outlined below:

- Wrist braces, plaster casts, strapping or splints on hands or forearms is not permitted for staff undertaking clinical duties involving patient contact, as adequate hand hygiene cannot be performed.
- Remove all jewellery from below the elbows (one significant plain ring, such as a plain wedding band is allowed). Jewellery impedes effective hand hygiene and can harbour transient micro-organisms if not removed.

- If a plain ring is worn, the ring is to be removed or 'loosened' each time hand hygiene is performed. The area under the ring must be washed, rinsed and thoroughly dried if using soap and water; attention to these areas and drying of hands, including areas under the ring, are to be considered when using ABHR.
- Plain rings must be removed for all invasive procedures, including preparation of aseptic or sterile field.
- Prior to commencing a surgical scrub, HCWs must remove plain rings. If hand or wrist jewellery cannot be removed for cultural reasons, a risk assessment will need to be undertaken by the line manager in collaboration with the Infection Management and Prevention Service (IMPS).
- People involved in direct patient care should not wear long neck scarves. Head scarves, if worn for cultural reasons, must be secured so as not to hang free at the front. Ties are not to be worn unless secured.
- Sleeves must not extend past the elbows, as sleeves can become contaminated, transmit micro-organisms, and impede effective hand hygiene. Clothing that extends below the elbows must be removed or sleeves rolled up to the elbows during direct patient care.
- False nails and natural nails may harbour high concentrations of micro-organisms and increases the risk of transmission of infection to patients.
- Natural nails must be visibly clean and not extend past the fingertip.
- HCWs, including volunteers and other personnel, involved in direct patient care, staff working in other areas including sterilising service, food service, patient support service and laboratory settings must not wear: fingernail enhancements including nail polish, acrylic / gel nails, shellac, nail extensions, nail art or other adornments.
- Lanyards must not be worn by persons involved in direct patient care.
- Identification badges (ID) and associated cards / card holders ideally should be attached to a retractable device at the waist or removed when providing direct patient care.

Personal Hygiene

Keeping good hygiene helps to prevent the development and spread of infections, illness and bad odours. It is recommended that when dealing with the public students and staff should attend to the following:

1. **Oral Hygiene** - Have regular oral health check-ups and dental treatment. Use mouthwash before commencing patient treatment and/or restrict the consumption of halitosis-causing agents (i.e. onions, garlic, curry, etc.) to the weekends.
2. **Personal Hygiene** - Students and staff should be aware that body odour is unacceptable. It is strongly recommended to shower frequently and use an effective deodorant. Excessive make-up/cosmetics or overwhelming perfume/aftershave should be avoided.
3. **Hair** - Hair must be worn in a style that is consistent with a professional image. Long hair (i.e. below collar length) must be tied back (or covered with a hair net) when working in clinical areas where there is potential for cross infection. Hair (including facial hair) must be clean and tidy at all times.
4. **Nails** - Artificial fingernails, nail extensions and fingernail polish present an infection risk and are not acceptable in clinical areas. Natural fingernails should be kept free of nail polish and should be kept short.
5. **Jewellery** - Wearing jewellery represents an infection control risk to patients and a health and safety risk to practitioners. All rings, jewellery, and watches must be removed before entering laboratories and clinics. Facial and oral piercings are not acceptable, except for small earrings.

Food, Drinks and Use of Computers and Phones

No food or drink of any kind is permitted in any of the clinical or laboratory areas, except water bottles. Food or drinks should be properly disposed of before entering these areas.

Mobile phones, tablets and laptops should normally not to be used in clinical or laboratory areas. Exceptions may apply for two-step security or specific laboratory activities where mobile phones may be required.

Failure to comply with this Dress Code

Work area supervisors have the authority to refuse entry to any person(s), including students who are deemed to be wearing inappropriate clothing, footwear or have insufficient personal hygiene standards for that work area.

UQ students should consult individual course profiles for clinical/laboratory requirements. Students may not meet course requirements should there be a lack of attendance in clinical/laboratory sessions due to expulsion/temporary suspension from failure to comply with the Dress Code.

Appendix 2 – Dress Code (DMD)

Purpose and Intent

The purpose of this document is to:

- Outline the expectations of all University of Queensland students enrolled in a Dentistry degree, when in public settings, such as the Oral Health Centre.
- Identify the requirements of attire which meet professional standards.
- Reduce the risk of healthcare associated infections by presenting a dress standard which improves hand hygiene by incorporating the 'bare below the elbows' requirement.

Process

All students are to present a professional image regardless of their role. Dress standards should be appropriate to the functions being performed, health and safety and cultural diversity

- follow the Code of Conduct and Student Charter issued by UQ and ensure they behave and dress in an appropriate manner at all times.
- maintain the highest standards of personal hygiene, cleanliness, and grooming.
- read and understand the following directives.
- maintain the following standards of dress when working in, or passing through, any clinical or preclinical area in the Oral Health Centre and when on placement at external clinics.

Students should be aware that the wearing of a standardised uniform is compulsory. Further details will be included in the proceeding pages. This policy has been created to ensure students understand the reasoning and the appropriate attire. Standardised uniforms enable easy identification of legitimate students in a clinical setting, promote a professional image and work to increasing infection control. This policy is in line with public health settings and other UQ school guidelines. Students will be able to purchase necessary items outlined in the below policy at the bookshop at OHC.

Dress Code Guidelines

1. *Clothing and presentation*

Wearing clinical scrubs (trouser and top) in a standardised, prescribed design in the relevant colour for your study level is compulsory for preclinical and clinical areas, at both the OHC and external clinics. For all students entering the Doctor of Dental Medicine, navy scrubs are required.

Students who are struggling to purchase scrubs online may purchase the required uniforms in person once they arrive on campus.

2. *Footwear*

Footwear must promote a professional image and comply with the health and safety requirements of the role

Shoes must:

- Be in good condition.

- Be supportive of the foot.
- Have a non-slip sole.
- Be impervious to workplace hazards with attention to protecting the forefoot – enclosed, non-porous, provide protection from injury related to sharps, hazardous material exposure, slips, trips and falls.
- Not have holes and/or design embellishments which present a potential health and safety risk to the staff member.
- Shoes must be suitable for operating foot controls. For this reason, the rear of the shoe must be enclosed.
- High heels, sandals and thongs are not acceptable.

3. *Hair and Nails*

Hair must be worn in a style that is consistent with a professional image. Long hair (i.e. below collar length) must be tied back (or covered with a hair net) when working in clinical areas where there is potential for cross infection. Hair (including facial hair) must be clean and tidy at all times.

Artificial fingernails, nail extensions and fingernail polish present an infection risk and are not acceptable in clinical areas. Natural fingernails should be kept free of nail polish and should be kept short.

4. *Jewellery*

The wearing of jewellery represents an infection control risk to patients and health and safety risk to Dental Students.

All rings and jewellery, including watches, must be removed before entering laboratories and clinics. Facial and oral piercings are not acceptable.

5. *Scrubs, Lab Coats and Clinic Gowns*

Clean scrubs are compulsory for new students for all preclinical and clinical activities. Clean laboratory coats are required when working in the laboratories, while clean clinic coats or gowns are required for work in clinical areas.

Scrubs may be worn outside the school; students are responsible for laundering and maintenance of their own scrubs. Scrubs, lab coats and clinic gowns must not be left in the teaching, clinical or other public areas.

Scrubs should not be altered from the issued style, except where required for accessibility or lengthened/shortened. Lab coats and clinic gowns are not to be worn outside laboratory, preclinical and clinical areas. Masks and gloves will be provided and must be worn when required.

6. *Protective Eyewear*

For safety reasons, whenever working in clinics or laboratories (including the pre-clinical laboratories) protective eyewear (safety glasses) **MUST** be worn to avoid eye injury when using equipment.

Students **MUST** provide their own protective eyewear for use in all work areas where it is required.

7. Failure to comply with dress code

Work area supervisors have the authority to refuse entry to any person(s), including students who are deemed to be wearing inappropriate clothing, footwear or have insufficient personal hygiene standards for that work area.

Students should consult individual course profiles for clinical/laboratory requirements. Students may not meet course requirements should there be a lack of attendance in clinical/laboratory sessions due to expulsion/temporary suspension from failure to comply with the Dress Code.



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