



School of Dentistry

PRE-COMMENCEMENT GUIDE

2022

Doctor of Clinical Dentistry



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Introduction

Welcome to the UQ School of Dentistry!

Congratulations on gaining entry into the Doctor of Clinical Dentistry (DClinDent) program at The University of Queensland.

The **Doctor of Clinical Dentistry** provides specialist knowledge and skills to dental graduates in their chosen field of dentistry. The program is designed to develop a deep understanding of the physiological, biochemical, structural and functional processes involved in general and oral health. You will develop an awareness of the responsibility of specialisation and embrace the multidisciplinary management required by many patients, while gaining an understanding of scientific methodology and the role of research in the advancement of knowledge and clinical practice.

This **Pre-Commencement Guide** provides you with a list of the requirements which you must complete, as well as background information on why these tasks are necessary and how to complete each task. You should allow yourself plenty of time to read through what is required and familiarise yourself with each task.

There is a lot to do, so start immediately!

Failure to complete all pre-commencement requirements by the deadline will disqualify you from attending clinical activities and significantly impact your ability to complete your program.

The School of Dentistry welcomes its new students. We hope you will enjoy your studies and learning experiences with your fellow students during your program.



Pre-Commencement Checklist for School of Dentistry

Below is a checklist to assist you to complete your pre-commencement requirements. **The following documents (with the exception of the Student Immunisation Record Form) must be completed and uploaded into InPlace by the end of Orientation Week i.e., Friday, 15 January 2021.** Failure to provide these documents will result in students being prohibited from clinical activities and will significantly impact their ability to complete the program. The Student and Academic Services Team (SAS) will not accept partially complete or incorrectly completed documents.

Please also see the [Getting Started at UQ website](#) and the Faculty of Health and Behavioural Sciences [Placement Ready website](#).

1. Immunisation (record form must be uploaded no later than Monday, 6 December 2021 for review by UQ Immunisation Response Team)

- I have obtained my past immunisation record and visited a Registered Medical Practitioner to review my immunisation status
- I have been vaccinated according to the UQ Vaccinations and Immunisations Policy ([PPL 2.60.08](#))
- My Registered Medical Practitioner has completed the [UQ Student Immunisation Record Form B](#) including signature and date and I have uploaded the completed student immunisation record to [InPlace](#).

2. COVID-19 Vaccination

- I have obtained two COVID-19 vaccinations and have uploaded evidence into [InPlace](#) when requested by the Faculty Placement Ready Team.

3. First Aid and CPR Certificate/s

- I have obtained a First Aid Certificate and CPR certificate from an accredited Australian provider (First Aid and CPR may be included on the same certificate) and I have uploaded the certificate/s to [InPlace](#).

4. Dental Board Registration

- I have submitted a copy of my current Dental Board registration certificate for Year 1 enrolment and uploaded into [InPlace](#).

5. Queensland Health Student Orientation Checklist, iLearn@QHealth modules and Student Deed Poll

- I have signed the [Group A Student Deed Poll](#) (domestic students) or [Overseas Student Deed Poll](#) (international students) and have uploaded to [InPlace](#)
- I have completed the relevant sections of the [Qld Health Student Orientation Checklist](#), completed [iLearn@QHealth](#) training modules and have uploaded the orientation checklist with module completion certificates to [InPlace](#)

6. Metro North Hospital and Health Service Mandatory Training

- I have completed the [online training modules](#) which is required by MNHHS for its facilities.



7. Responsible Use of Patient Information for Learning & Assessment

- I have completed the Responsible Use of Patient Information Quiz which includes accepting the student responsibility statement as Question 6 (annual requirement)

8. Academic Integrity and Plagiarism

- I have read and completed the online modules on academic integrity and plagiarism

9. Student Dress Code

- I have obtained the required scrubs and other suitable dress code items required for clinical and lab work.

10. Applications for credit and exemption for previous studies

- If I am seeking credit and exemption for previous studies, I have referred to the Credit and exemptions for previous study page on [my.UQ website](https://my.uq.edu.au) and have followed the process outlined (<https://my.uq.edu.au/starting-at-uq/plan/apply-for-credit>).

11. Occupational Health and Safety

- I have completed the OHS tutorial/training module as required for laboratory work as part of my program and completed the appropriate OHS checklists.

12. Enrolling in courses

- I have enrolled in all courses for Semesters 1 and 2 via mySI-net.



DClinDent Orientation Information

Orientation for **DClinDent** first year students will be held at the UQ Oral Health Centre, 288 Herston Road, Herston in **the week commencing Monday, 10 January 2022**. Activities have been planned for the week which will involve general and discipline-specific sessions and students will be advised of the schedule closer to the time.

Commencement Date

The academic year for **DClinDent** Year 1 students will commence on **Monday, 17 January 2022**. New first year students must commence the program on this date unless prior approval by the Head of School is obtained.

There are many resources available to help you get started as a UQ Student. You are encouraged to visit the [Getting Started at UQ](#) website which contains a personalised, step-by-step guide to enrolling, paying fees, obtaining a student ID card, as well as other useful resources.

Enrolment

The due date for enrolment for all **DClinDent** students is **Monday, 3 January 2022**. Students should ensure that they are enrolled by this date through *mySI-net*. A Student Guide to mySI-net can be found at: <https://my.uq.edu.au/information-and-services/information-technology/it-training/mysi-net-student-guide>.

Late fees may apply for enrolment submitted after the [University's due dates](#).

The course list for Year 1 is provided below for the DClinDent program.



DClinDent Year 1 Course List (all Fields of Study)

FIRST SEMESTER			SECOND SEMESTER		
CODE	COURSE	Units	CODE	COURSE	Units
DENT7911	Clinical Sciences I	4	DENT7912	Clinical Sciences II	4
DENT8010	Advanced Clinical Practice IA	4	DENT8020	Advanced Clinical Practice IB	4
Sub-Total		8	Sub-Total		8
TOTAL UNITS					#16

Please note: Students must enrol in **both** semesters as listed above.

Students will be required to enrol each year in the relevant year level courses. The full [DClinDent Course List](#) can be found on the UQ website (Programs & Courses). Further course details will be provided in the Blackboard course sites.

Course Information & Blackboard

Information about course requirements including assessment and textbook lists can be found in the [Electronic Course Profiles](#) (ECPs) (click on individual course codes). Please note that ECPs are published one week prior to the commencement of semester. A link to the ECP is also available on the Blackboard site for each course. Blackboard is the University's learning management system and similar to ECPs, Blackboard sites are published one week prior to the start of semester. Please note that it will not be possible to access Blackboard until you have enrolled in your courses. In addition to individual course sites in Blackboard, you will also have access to other Blackboard sites. On the 'Welcome' page under "My Organisations", you will see "DClinDent Students, 2022" or similar. This site (often referred to as the DClinDent Blackboard community site) contains general resource information for all DClinDent students, in addition to periodic announcements from the SAS team and other School staff. When made available, the DClinDent community site will be advised to students.

To access Blackboard, go to learn.uq.edu.au and log in with your student username/password.

Timetables

DClinDent students will be provided with their timetable for Semester 1 from their Program Coordinators/Discipline Leads in orientation week. Timetables will also be posted in the DClinDent Blackboard community site.



Application for Credit for Previous Studies

Students who wish to apply for [credit for previous studies](#) must complete an [application](#) and submit with all required documentation. 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 their program of study.

Students seeking credit should enrol in all courses in the event that their application is not approved, particularly if their previous studies have not been completed at UQ.

Please note that processing of all credit applications is undertaken by the Faculty of Health and Behavioural Sciences and will take approximately 6-8 weeks to be completed due to the large number of applications received by Faculty across all School programs. As such, applications with all supporting documentation should be submitted as early as possible to ensure outcomes are known before census date (31 March).

Disability Action Plan

The University of Queensland provides free support, services and facilities for students with a disability, illness, injury or mental health condition at UQ. A disability adviser will help you evaluate your academic access requirements, develop a Student Access plan with you, and organise the appropriate arrangements.

Any student who may require alternative academic arrangements in the program is encouraged to seek advice at the commencement of the semester from a [Disability Advisor at Student Support Services](#). The [UQ Health Care](#) can also arrange appropriate advice and assistance on personal and public health issues.

Pre-Placement Requirements

DClinDent students enrolled in the School of Dentistry undertake clinical work in Metro North (Qld Health) clinics at the UQ Oral Health Centre (OHC). There are a number of placement requirements that students are required to meet for both UQ and Metro North before commencing clinical placement at the Oral Health Centre. Documentation as evidence of meeting these requirements is necessary, so expiry dates should be monitored if renewal is required to ensure continued access to clinics.

UQ has implemented a placements system which enables students to upload their pre-commencement documentation (student immunisation record, First Aid and CPR certificate/s, Qld Health Orientation checklist and Student Deed Poll etc). The system is called [InPlace](#) and students will be able to access it **after their enrolment in Year 1 courses**. However, even if students are not able to enrol yet, they should still commence the process of gathering the necessary documentation and upload it once they are enrolled.



Information regarding placement requirements for commencing and continuing students and their due dates can be found on the Faculty of Health and Behavioural Sciences (HaBS) [Placement Ready website](#).

If you have any queries regarding pre-placement requirements, please contact the Faculty HaBS Placement Ready Team (habs.placementready@uq.edu.au) as they will be checking student requirements and assessing all documentation (except immunisation) for UQ compliance.

Student Immunisation Record

The University of Queensland has a duty of care to prevent the occupational transmission of communicable diseases to students, staff and patients. In specialised areas involving increased risk of transmission of a communicable infection such as Hepatitis B, Hepatitis C or HIV through blood, the duty of care to prevent infection is heightened for both the individual and the University. The [Vaccinations and Immunisation Policy](#) (PPL 2.60.08) applies to students in all undergraduate and postgraduate programs which involve direct clinical contact with patients.

All dental students have a duty of care towards their patients. Under [DClinDent Program Rules](#) (4.4 & 4.5) prior to commencing the DClinDent program, all students must complete a schedule of immunisation for a range of infections and must also be screened with respect to blood-borne transmissible viruses (Hepatitis B, Hepatitis C and HIV), as well as Tuberculosis (TB). Please note that immunisation and screenings are the responsibility of the individual student. The [UQ Student Immunisation Record \(Form B\)](#) is required to be completed by a registered medical practitioner as evidence of a student's immunity. Please note that the medical practitioner should not be an immediate family member or close relative. Following enrolment, the Faculty Placement Ready Team will email new students with information and a UniTask request to upload their immunisation forms when completed.

Students who do not provide a complete immunisation record will NOT be permitted to enter clinical facilities which will have a serious impact on their ability to complete clinical courses.

Please note that students must also be fully vaccinated for COVID-19 (two vaccinations) and provide evidence when requested.

Students who are positive for blood-borne viruses are advised not to seek entry into the DClinDent program as they cannot undertake clinical work in Queensland Health facilities.

The completed [UQ Student Immunisation Record \(Form B\)](#) must be uploaded to [InPlace](#) by the Faculty due date for review by the UQ Immunisation Response Team (IRT). If you have any queries regarding immunisation, please contact the IRT (immunisation@uq.edu.au).



First Aid and CPR Certificate

Under [DCLinDent Program Rules](#) (4.2), students are required to hold a First Aid and CPR certificate(s) for the duration of the program. As such, students are required to obtain a First Aid and CPR certificate for the commencement of Year 1 and complete annual CPR recertification before commencement of Years 2 and 3.

Students must accept all costs involved in obtaining the required First Aid and CPR qualifications during the program. Students who are unable to present such qualifications when requested will be excluded from clinics which will prevent completion of the program.

The First Aid and CPR Certificate/s must be uploaded to [InPlace](#) by the Faculty due date.

Dental Board Registration

Under [DCLinDent Program Rules](#) (4.3), all DCLinDent students must be registered with the Dental Board of Australia for the duration of their program. Students are therefore required each year to provide a certified copy of their Dental Board registration for the current year of enrolment. DCLinDent Year 1 students are required to upload a certified copy of their current registration to [InPlace](#).



Queensland Health Student Orientation Checklist, Student Deed Poll and Online Modules

The dental clinics in the UQ Oral Health Centre are operated by Queensland Health (Metro North Hospital and Health Service). As students will be entering these facilities from the commencement of Year 1, they are required to complete [Queensland Health placement requirements](#). Information and instructions can be found on the [Faculty HaBS Placement Ready](#) website. These Queensland Health requirements are:

- **Student Deed Poll:** Group A Student Deed Poll or Overseas Student Deed Poll if you are an international student.
- **Student Orientation Checklist:** Students are required by UQ and Metro North to obtain a National Police Certificate (criminal history check).

Please note that as DClinDent students are registered with AHPRA/Dental Board, it is not necessary to obtain a Blue Card. Corrective services, NDIS worker screening and aged care criminal history checks are also not required as students will not be visiting such centres (other than Special Needs Dentistry students who may be required to obtain the aged care check).

- **Qld Health iLearn modules** relating to work health and safety are also required to be completed for access to Queensland Health clinics.

The Queensland Health orientation is designed to ensure that students understand and agree to Queensland Health's policies and procedures while on placement within their facilities.

The Faculty currently has an agreement with Queensland Health to collect student deed polls and module certificates as evidence of completion.

The Student Deed Poll and Student Orientation Checklist with online module certificates must be uploaded to [InPlace](#).

Queensland Health Credentialing

DClinDent students who are required to clinically supervise undergraduate dental students as part of their postgraduate program within Metro North Hospital and Health Service (MNHHS) clinics must be credentialed (hold Scope of Clinical Practice) as an independent practitioner. Such students must hold general practice registration with the Dental Board of Australia and undertake Queensland Health credentialing. Students with limited registration from the Dental Board for postgraduate study purposes only may be required to provide non-clinical teaching activities (i.e. seminars, tutorials, preclinical lab) and therefore it will not be necessary for them to obtain MNHHS credentialing.

A list of new DClinDent students with general practice registration will be sent to MNHHS for forwarding to the RBWH Credentialing Committee. The Committee will subsequently send a letter to students regarding credentialing requirements and a link to online training/induction modules. In order for the Committee to correspond with students, the School will seek permission from students for their personal email addresses to be known to the Committee via MNOHS.



Metro North Mandatory Training

Metro North Oral Health Service (MNOHS) require all staff and students to undertake annual mandatory training before access to clinical facilities. Mandatory training involves completion of Queensland Health online modules, training in the Queensland Health patient management system (ISOH), and a practical clinical component in accordance with the Metro North Mandatory and Legislative Training Policy.

Students enrolled in all years of the program are required to complete mandatory training prior to the commencement of clinical work each year.

Queensland Health online modules include:

- Fire and evacuation instructions
- Infection Prevention and Control
- Ethics, integrity and accountability - Code of conduct
- Occupational violence prevention orientation (OVP)
- Work health and safety orientation
- Healthcare ergonomics theory - including Musculoskeletal Disorders (MSDs)
- Australian charter of healthcare rights awareness

Students also attend/view seminars for mandatory training on the following topics:

- Correct Patient, Correct Site and Side, Correct Procedure (3Cs)
- Infection control
- Radiation Safety
- Safety and Quality (Patient centred care)
- Smoking Cessation and Record Keeping

Clinical mandatory training includes:

- COVID clinical guidelines
- Personal Protective Equipment assessment
- Hand hygiene
- Laboratory work decontamination
- Dental unit changeover
- Handling of impressions
- Patient consent and informed decision-making

Commencing Year 1 students will complete their mandatory training during orientation week, prior to commencement in clinics.



Insurance

Whilst enrolled in the DClintDent program, students are covered by the University's insurance policies. Students undertaking clinical work at the UQ OHC are technically on placement as clinics are operated by Metro North.

UQ information regarding insurance for course placements can be found at:

<https://my.uq.edu.au/information-and-services/manage-my-program/fees-payments-and-refunds/university-insurance>

DClintDent students do not require professional indemnity insurance for treatment of patients at the OHC or when supervising undergraduate students as these are deemed authorized activities and a compulsory part of their program.

However, if students undertake some private practice work outside their course requirements, they are advised to obtain personal indemnity insurance.

DClintDent Student Dress Code

The School of Dentistry has student guidelines for professional dress standards which apply to both undergraduate and postgraduate students. These guidelines have been created to ensure students understand the reasoning and the appropriate attire required to meet professional standards and reduce the risk of healthcare associated infections.

Wearing clinical scrubs (trouser and top) in a standardized and prescribed UQ design and colour will be compulsory for preclinical and clinical areas, at both the OHC and external clinics, for all students entering the Bachelor of Dental Science (Honours) [BDSc(Hons)] and Doctor of Clinical Dentistry (DClintDent) programs from 2022.

Students will be able to order and purchase appropriate UQ scrubs (grey for DClintDent students) from UQ Print at the OHC next year. A web link will be provided when supplies are obtained.

School of Dentistry Attendance Guidelines & Procedures

The BDSc(Hons) and DClintDent programs at UQ are full-time programs and 100% attendance is expected. The School of Dentistry has a strict attendance policy 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.



These guidelines do 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.

The Preclinical and Clinical Learning activities are designed to ensure that students receive the required level of patient exposure to achieve the Program Learning Outcomes. Therefore, 100% attendance is required over the semester and students who are absent from any Preclinical/Clinical Learning activities in a course, even with a valid reason, will be considered on a case-by-case basis at the School Board of Examiners' Meeting as to whether the student has achieved the required level of patient exposure needed to achieve the course learning outcomes and pass the course.

Students who are determined not to have achieved the required patient exposure will be awarded a grade of 3 or N (fail) for the course.

Students in years 1-4 who are absent for 20% or greater Preclinical/Clinical Learning activities will be automatically awarded a grade of 3 or N (fail) for the course.

Students in year 5 who are absent for 5% or greater Preclinical/Clinical Learning activities will be automatically referred to the Phase Coordinator and may be automatically awarded a grade of 3 or N (fail) for the course.

To be clear, any absence may result in a lack of patient exposure resulting in a fail grade for the course.

Non-attendance without a valid reason is dealt with under [UQ Fitness to Practise Policy](#):

- Non-attendance without a valid reason at a Preclinical or Clinical Learning activity constitutes a Level 1 breach.
- Frequent instances of non-attendance without a valid reason constitute a Level 2 breach with subsequent consequences at the discretion of the School.
- Absences that are not explained with evidence within the required timeframe (specified in Section 6 of ECP) will be treated as non-attendance without a valid reason.

Absence from Preclinical and Clinical Learning Activities

- a) When a student is absent from any **Preclinical** learning activity due to illness or exceptional circumstances, they must notify SAS and the Course Coordinator via absentee@dentistry.uq.edu.au by no later than **8.00 am**.
- b) When a student is absent from any **Clinical** learning activity due to illness or exceptional circumstances, they **must notify** Metro North clinics via OHAliance@health.qld.gov.au immediately, **with a copy to SAS** via absentee@dentistry.uq.edu.au and by no later than **7:30am**.
- c) When a **5th year student**, on placement at a **location other than the OHC**, is absent from any **Clinical** learning activity due to illness or exceptional circumstances they **must notify their placement supervisor** immediately, **with a copy to SAS** via absentee@dentistry.uq.edu.au and by no later than **7:30am**.

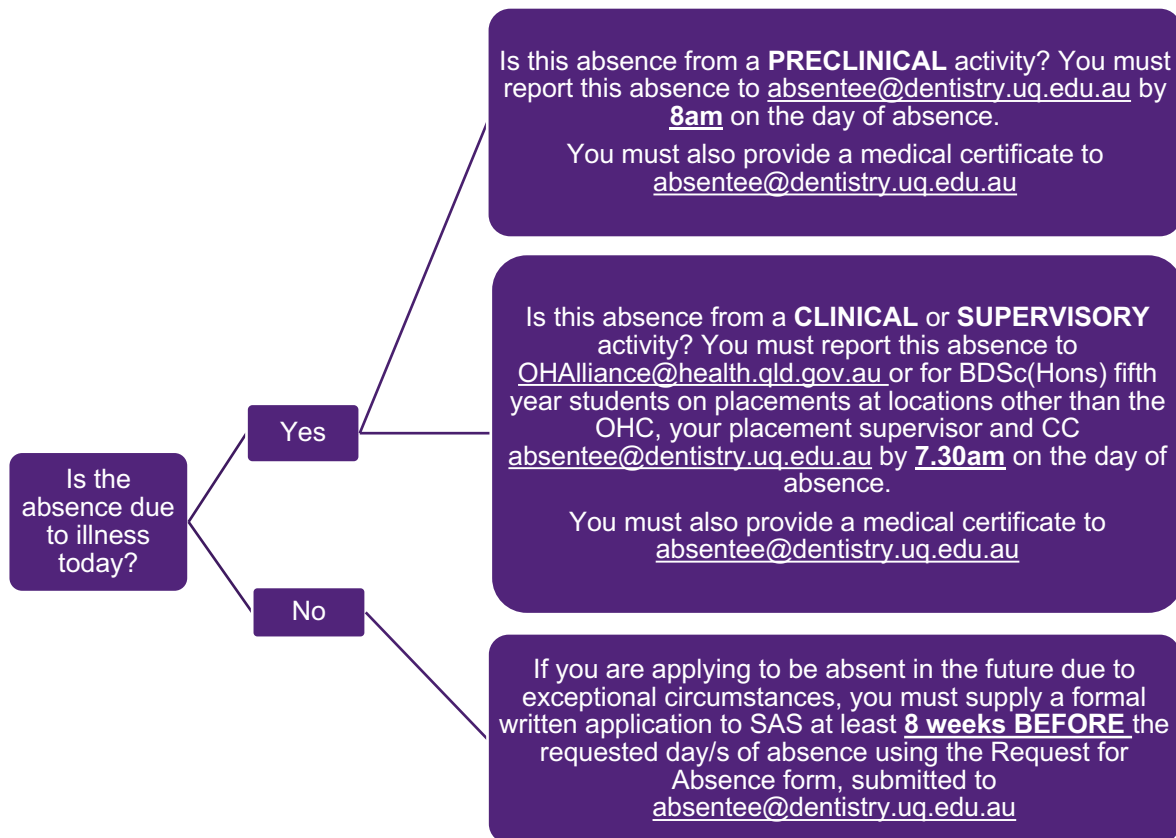


- d) If the absence from clinic is for more than one day students will be removed from clinic rosters for the period covered by their medical certificate. If a student becomes fit to attend clinics before the end date of their medical certificate it may not always be possible for patients to be reallocated at short notice.
- e) 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.
- f) A student applying to be absent for exceptional circumstances other than illness, must submit a formal, written application to SAS on the Request for Pre-Approved Absence Form, which is available in Appendix A at the end of the School Handbook and on the School of Dentistry Community Blackboard site. 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. Approval is not automatic - absence requests will be considered for approval on a case-by-case basis by the School of Dentistry.
- g) 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](#).

Absence from Supervisory Activities – Postgraduate Students

- a) When a postgraduate student is absent from a scheduled supervisory activity (i.e. supervising undergraduate students in clinics) due to illness or exceptional circumstances they must notify Metro North clinics via OHALliance@health.qld.gov.au immediately, with a copy to SAS via absentee@dentistry.uq.edu.au and by no later than 7:30am.
- b) 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.
- c) A student applying to be absent for exceptional circumstances other than illness, must submit a formal, written application to SAS on the Request for Pre-Approved Absence Form, which is available in Appendix A at the end of the School Handbook and on the School of Dentistry Community Blackboard site. 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. Approval is not automatic - absence requests will be considered for approval on a case-by-case basis by the School of Dentistry.
- d) 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.

Quick Guide: How do I request and/or report an absence?



When reporting an absence, you MUST include the following information in your correspondence:

1. Full name
2. Student ID number
3. Current year of DClinDent program
4. Details of clinic/pre-clinic that you will miss

Please also remember to include your student name, number and clinic details for the absence in the subject line of the email.

If applying for **pre-approved leave of absence**, the appropriate form can be found on the DClinDent Blackboard Community site under 'Forms'.



Responsible Use of Patient Information for Learning and Assessment

To meet the requirements of their program, students at School of Dentistry require copies of de-identified patient records for learning and assessment purposes. This may take many forms, including case reports, logbooks/e-portfolios, and research projects. Postgraduate students undertaking specialty training must compile a logbook of their treated patients to be reviewed by external examiners. This logbook becomes an important document to support their registration with professional bodies, and to demonstrate their competencies to future employers.

MNOHS and the UQ School of Dentistry have developed Guidelines for the responsible use of patient information, which will be found on the DClinDent Blackboard Community site for 2022. All students must follow the instructions posted on the Community site when made available, and complete the Responsible Use of Patient Information Quiz, which includes accepting the student responsibility statement as Question 6.

This is an annual requirement which all DClinDent students must complete each year prior to the start of clinical work.

Occupational Health and Safety

Under the Work Health & Safety Act 2011, DClinDent students who are required to undertake laboratory work as part of their program, are required to undertake safety induction/training and complete the appropriate UQ OHS checklists.

Students will be required to undertake a brief local induction with the Pre-clinic Laboratory Coordinator, whose primary role is to coordinate and assume oversight of all activities taking place in the School's preclinical laboratories. Safety induction for the Prosthetic Laboratory for Prosthodontics students will also be required.

Further information will be provided at orientation.

Academic Integrity and Plagiarism

Academic integrity is a core value of UQ and for this reason UQ has developed compulsory online modules to explain the University's expectations in relation to academic integrity, to ensure that students do not engage in practices that involve plagiarism and academic misconduct ([UQ PPL 3.60.04 Student Integrity and Misconduct](#)).

[Academic Integrity modules](#) are available on the edX (Edge) platform for completion by students. Further information regarding due dates are indicated on the website.



my.UQ website

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

UQ Library

The UQ Library provides resources and services to support teaching, learning and research needs of UQ staff and students. The [Herston Health Sciences Library](#) is located on Level 6, Block 6, Royal Brisbane and Women's Hospital and is open from 8:00 am – 5:00 pm Monday to Friday.