



Australian Government

A U S T R A L I A N
A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.

Dental Assisting

Practice Aptitude Quiz

Practice Aptitude Quiz

Part 1: About this quiz

Use this quiz to prepare for an Apprenticeship in Dental Assisting

This quiz:

- Is NOT a formal assessment tool or pre-requisite for any job application
- Shows key learning standards for the Dental Assisting industry
- Has been developed with the help of industry leaders, TAFE and high schools

Quiz details

This quiz will:

- Take approximately 45 minutes to complete
- Ask you numeracy and literacy questions specific to the Dental Assisting industry
- Assess your literacy and numeracy at a Year 10 standard
- Allow you to use a calculator
- Share correct answers at the end

Who should take this quiz?

You should complete this quiz if you:

- Are thinking about starting an Apprenticeship in Dental Assisting
- Want to practise for a formal aptitude test

Need help with your literacy and numeracy skills?

If you want to improve your literacy and numeracy skills, reach out to any of the below:

- Australian Apprenticeship Support Network providers
- Your Registered Training Organisation when you start training
- Reading Writing Hotline:
1300 655 506
www.readingwritinghotline.edu.au
- Careers advisers and your teachers (if you're in high school)

More information about the Dental Assisting industry

Visit www.yourcareer.gov.au/industries/q/health-care-and-social-assistance

On this page you'll be able to:

- See the most popular Dental Assisting occupations
- Get general information and statistics about the industry
- Search for Dental Assisting courses

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How to use this quiz

This is an interactive form that can be filled out on your computer.

You can either:

- Fill it out on your computer; OR
- Print it out; OR
- Write your answers down on paper as you go.

Use the answers section at the end of the quiz to see how you went.

How to complete this quiz on your computer

1. Download and save the quiz onto your computer
2. Open the file from your computer
3. Fill in the form using a keyboard and mouse

Practice Aptitude Quiz

Part 2: The Quiz

Section 1: Language and Literacy

1. Write the following words in alphabetical order:

| | | | | |
|-------------|---------|---------|-------------|-----------|
| Mandible | Alloy | Ceramic | Autoclave | Dentine |
| Sanitise | Veneer | Plaque | Tartar | Enamel |
| Orthodontic | Abscess | Cusp | Diagnostics | Injection |

| | |
|-----------|-----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ | 6. _____ |
| 7. _____ | 8. _____ |
| 9. _____ | 10. _____ |
| 11. _____ | 12. _____ |
| 13. _____ | 14. _____ |
| 15. _____ | |

2. Read the following information about working as a Dental Assistant and answer the questions that follow:

A Dental Assistant (sometimes known as a Dental Nurse) works closely with a Dentist or Dental Hygienist in all stages of the patient's treatment.

An effective Dental Assistant needs to be able to communicate well, have good interpersonal skills, be well organised, manage their time effectively, and have an interest in health care.

The daily routine for a Dental Assistant

The first thing that a Dental Assistant does when they arrive at work is to change out of their street clothes into a clean uniform or surgery gown.

Sterilisation Room

This is where instruments are sterilised and reprocessed. The Dental Assistant turns on the autoclaves (sterilisation equipment) and runs all necessary tests to check the autoclaves are reaching the required temperature. The Dental Assistant also fills the ultrasonic cleaner with water and the appropriate cleanser.

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Assisting with Administration

The Dental Assistant turns on the computer and opens the appointment book. They print out the day's appointment sheet. That is, the list of today's patients and procedures.

A morning meeting is held where staff have the opportunity to discuss the day ahead. This could include speaking with the Dentist about a particularly nervous patient, or a difficult procedure.

Most dental surgeries have a receptionist, however from time to time the Dental Assistant may need to help out. This may entail answering the phone, greeting clients, making appointments, taking payments, accounts keeping and computer-based work.

Surgery set up

The surgery needs to be set up before the arrival of the first patient.

The Dental Assistant washes their hands and puts on appropriate Personal Protective Equipment (PPE).

The Dental Assistant checks the day's appointment sheet to see what the first appointment is. It may be for a:

- Clean and scale;
- Composite resin filling;
- Crown preparation;
- Root canal therapy;
- Tooth extraction;
- Surgical procedure.

The Dental Assistant greets the patient and shows them through to surgery, all the while making light conversation to put the patient at ease.

The Dental Assistant asks the patient to sit in the dental chair and then places a bib and protective glasses on the patient.

Assisting the Dentist

A Dental Assistant is an important addition to the dental surgery. Without a Dental Assistant, the Dentist could find it very difficult to operate efficiently. Dental Assistants help by using the high-speed evacuation device, preparing and mixing materials, developing and mounting x-rays and passing instruments.

When the dental procedure is complete the Dental Assistant needs to prepare the surgery for the next patient. This must be done systematically to avoid mistakes. They must wipe down all surfaces with approved disinfectant or neutral detergent, place barriers on areas that are difficult to clean and set up for the next procedure according to the day's appointment sheet.

Practice Aptitude Quiz

a. List five personal qualities that an effective Dental Assistant should possess:

b. List three types of dental procedures that a Dental Assistant may assist with:

c. What is an autoclave?

d. What does PPE stand for?

Practice Aptitude Quiz

3. Read the following extract and answer the questions that follow:

An infection occurs when a pathogenic microbe is able to multiply in the tissue in which it is lodged. An infectious disease is one that is communicable or contagious. These terms mean that the disease can be transmitted (spread) in some way from one host to another. Therefore, it is essential that all Dental Health Care Workers have a full understanding of infection control policies and procedures.

- Dental staff should remove jewellery prior to commencing work within the dental surgery
- Dental staff must wash their hands in the following circumstances:
 - Prior to seeing new patients;
 - Before and after gloving;
 - After touching contaminated objects or surfaces;
 - Prior to eating;
 - After using the bathroom.
- Dental staff who have open cuts must cover the wound with a waterproof plaster or Band Aid, to prevent microorganisms entering the body
- Artificial nails are not allowed as they harbour bacteria and have potential to puncture the protective gloves
- Some examples of infections could be Lockjaw better known as Tetanus, Hepatitis C, Hepatitis B or HIV.

Answer the following questions by selecting the correct answer:

a. The goal of an infection control program is to prevent disease transmission to:

The patient from the staff.

The staff from the patient.

The patient from another patient.

All of the above.

b. As a Dental Assistant when should you wash your hands?

Before you glove.

After you remove your gloves.

Both of the above.

None of the above.

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c. It is considered safe practice to wear jewellery under latex gloves:

True

False

d. Another term for the disease called Lockjaw is:

Hepatitis

Bacterial endocarditis

Tetanus

4. Select the correct spelling of the missing word in each of the sentences below:

a. Mr Aaron Dang came into the surgery today. He was very _____ about his appointment.

nervos

nervous

nervise

nervouse

b. Mr Dang complained about the long _____ as he needs to be elsewhere by a certain time.

weight

whate

wate

wait

c. Mr Dang has _____ with the Dentist his concerns and together they worked out a treatment plan.

discussed

dicussed

discussed

diccussed

d. Mr Dang has _____ to go ahead with Dr Lily Singh's suggestions and has booked in for his first appointment.

deecided

desided

deiceded

decided

e. Mr Dang has telephoned the surgery and asked about _____ to park.

where

wear

were

waer

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f. Mr Dang arrives and requests to use the _____. The Receptionist indicates to Mr Dang where the men's room is located.

- ammennitis amenities amenitis armenitis

g. The Dental Assistant shows Mr Dang into the treatment room and makes light _____ until he feels comfortable.

- confersation convisation conversation consifation

h. Mr Dang wants to know what is going to happen today so you explain the _____ and let him know you will be there to help him at all times.

- prrucdure procedure prudcedure procdure

i. Dr Singh has asked Mr Dang to have some radiographs done and you explain why it is _____.

- necessary necesary neasasary nesasary

5. Circle the six spelling and grammar mistakes in the following paragraph below:

Fluoride is a naturally occurring mineral that is found in many forms. it may be present in the water from wells; in the food we eat, which has absorbed fluoride from the soil; and as additives in many different products that we use.

Fluorides are effective in strengthening the enamel's resistance to dental decay. However, to acheive the maximum benefits of fluoride, an ongoing supply of both systematic and topical fluoride must be available throughout life. For over 40 years fluoride has been safely added to the communal water supply in most cities in australia.

Topical fluoride application is an esential part of a comprehensive dental program. Dentine is the hardest substance in our bodies. Fluorid helps to maintain its integrity.

- | | |
|-------|----|
| 1. | 2. |
| <hr/> | |
| 3. | 4. |
| <hr/> | |
| 5. | 6. |
| <hr/> | |

Practice Aptitude Quiz

6. Select the word which can replace the underlined word in the following sentences:

- a. As a Dental Assistant, you will provide assistance to the Dentist, Dental Hygienist, or front office, therefore staff in this role need to be flexible.

knowledge answers support opinions

- b. As a Dental Assistant, it is important to maintain patients' confidentiality.

discretion secrecy gossip privacy

- c. When working as a Dental Assistant it is essential that you are aware of the correct Personal Protective Equipment PPE to wear.

important vital optional helpful

- d. Health and safety hazards can be reduced by following your surgery's Workplace Health and Safety (WHS) policies and procedures.

increased maximised minimised prevented

7. If you were a new trainee Dental Assistant how would you handle the following situations?

- a. Mr Patrice Mutua telephoned the surgery and you answered the call. Mr Mutua said to you "My tooth hurts very much". You ask Mr Mutua for more information about the type of pain, how long it has been painful and its location but you are unable to make yourself understood. What should you do? Select the correct answer.

- i. Tell Mr Mutua to ring back later.
- ii. Speak loudly and slowly to Mr Mutua.
- iii. Put Mr Mutua on hold after you have obtained his contact details and ask your supervisor for assistance with the call.

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- b. This is only the second time in his life that 14-year-old Chris has been to the Dentist.

He has been living in a remote part of the world where there were no medical services.

His adopted family took him to the dentist a month ago for an examination. Jan, the Dentist, took x-rays and examined Chris' teeth and mouth. Jan explained very carefully to Chris and his parents the treatment plan that Chris required. He needs seven fillings and the removal of all four severely impacted wisdom teeth before bracing may be considered to straighten his teeth.

Today, Chris is here to have his two upper wisdom teeth removed.

His parents have told both the Dentist and the Dental Assistant that Chris is very frightened and nervous about the procedure. He has not been able to sleep or eat for the last two days.

Jan and her Dental Assistant discuss Chris' treatment before his appointment.

What can the Dental Assistant do to lessen Chris' fear and nervousness when he arrives for his appointment? Select the correct response/s.

- i. Explain that the Dentist will provide pain relief during and after the procedure.
- ii. Leave him alone in the waiting area for 30 minutes.
- iii. Quietly explain all the steps and if possible show Chris a video or pamphlet.
- iv. Tell him to not be nervous.

Practice Aptitude Quiz

8. First Aid

Dental Surgeries are required to have a plan of action in the event of an emergency.

It is important all staff have been trained in the latest First Aid procedures.

It is a good idea to have an emergency response chart in a place where it is assessable in the event of any emergency.

All surgeries should have a Cardio Pulmonary Resuscitation (CPR) chart.

These charts are available from many agencies such as the Ambulance Service in each State or Territory, St John's Ambulance and the Australian Red Cross.

Read the chart below and answer the questions that follow:








| <h1>CPR Chart</h1>  NSW Ambulance Cardio Pulmonary Resuscitation | |
|---|---|
| IN AN EMERGENCY REMEMBER YOUR DRSABCD | |
| D angers? | Check for danger e.g. electrical cords, petrol or other hazards |
| R esponsive? | Is the patient unresponsive and not breathing normally?  |
| SEND FOR HELP! | > Shout for assistance > Get someone to dial Triple Zero (000) immediately > Ask for AMBULANCE  |
| Open A irway | > Gently tilt head back and lift chin (not for infants) > Remove foreign matter from mouth (and nose of baby)  |
| Normal B reathing? | > Look, listen and feel for breathing > If normal breathing is present leave or place patient on their side > If normal breathing is absent , commence CPR 30 compressions to 2 breaths at 100-120 compressions/min  |
| Start C PR | CHILD & ADULT: > Place heel of hand on the lower half of the sternum in the centre of the chest > Compress sternum one third the depth of the chest 30 times at a rate of 100-120 compressions per minute > Continue with 30 compressions to 2 breaths > Interruptions to chest compressions must be minimised  |
| | INFANT: > Position 2 fingers on lower half of the sternum > Depress sternum approximately one third the depth of the chest > Continue with 30 compressions to 2 breaths  |
| Attach D efibrillator | Attach Automated External Defibrillator (AED) as soon as available and follow prompts. |
| CONTINUE CPR UNTIL PARAMEDICS ARRIVE OR RESPONSIVENESS OR NORMAL BREATHING RETURNS Beware of rescuer fatigue, if help is available swap rescuers every two minutes | |
| This chart is not a substitute for attending a first aid course. LEARN CPR NOW! | This CPR chart is provided free of charge and must not be sold. The chart is available to download from the Ambulance website at: www.ambulance.nsw.gov.au . |
| For enquiries about this chart: NSW Ambulance Locked Bag 105 Rozelle, NSW 2039 Tel: (02) 9320 7777 | This chart conforms to the Australian Resuscitation Council's guidelines on effective CPR as at January 2016. For more information visit: www.resus.org.au |

Chart courtesy of NSW Ambulance

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- a. In an Emergency what number should you call?

- b. Why is it important that all staff are trained in First Aid?

- c. How do you check breathing?

- d. What does CPR stand for?

Practice Aptitude Quiz

Workplace Health and Safety:



9. Read part of an extract about how to pass instruments to the Dentist and answer the questions that follow:

The Zone Transfer: Every exchange between the Dental Assistant and the Dentist takes place in the transfer zone, which is over the patient's chest, near his or her chin. Instruments are exchanged here so they are not accidentally dropped on the patient's face. Every exchange must be done with minimal motion using movements of elbows, wrists and fingers only.

The One-Hand Exchange: With the one-hand exchange, the Dental Assistant uses four steps to pass an instrument to the Dentist. The first step, the working step, involves the Assistant picking up an instrument by its end with their left hand, using their thumb and first two fingers only. The Assistant holds the instrument parallel to the instrument being used by the Dentist. The second step is a signal given by the Dentist that he/she needs another instrument. The Dentist will give this signal by raising the instrument he/she is already using slightly from the patient's tooth. The pre-transfer step involves the Assistant using their little finger to retrieve the old instrument from the Dentist's hand. The Assistant may prefer to use their last two or three fingers as well in the step. The final step, the mid-transfer step, involves the new instrument being placed in the Dentist's hand from the Dental Assistant's hand.

The Hand Piece Exchange: The dental hand piece, or dental drill, is also exchanged between the Dental Assistant and the Dentist in the transfer zone, above the patient's upper chest. If the Dentist communicates that he/she needs a new bur (or drill bit) for the hand piece, the Assistant will loosen and remove the bur and place the new bit in the piece and secure it. This is also done over the transfer zone. But, if the Dentist uses a different instrument between bur exchanges, the Dental Assistant may change the bur outside the zone and over the tray setup. When exchanging two hand pieces, the Dental Assistant must avoid tangling the hoses.

Practice Aptitude Quiz

10. Read the following information and answers the questions below:

Tooth development and eruption of permanent (adult) teeth. Teething usually occurs between the ages of 6 months and 3 years. Children usually replace their baby teeth at around 6 years of age. Back baby teeth are replaced at 10 - 12 years of age. If a child's baby teeth erupted late, the adult teeth will probably erupt late as well.

| Usual eruption and shed sequence for primary (baby) teeth | | | |
|---|-----------------------------------|------------------------------|---|
| Tooth | Eruption month (approximately) | Shed year (approximately) | Eruption sequence |
| Lower central incisor | 6-10 | 6-7 | <p>The diagram shows two rows of primary teeth. The upper row (maxilla) and lower row (mandible) are labeled with eruption times: 8-12 months (incisors), 9-13 months (lateral incisors), 16-22 months (first molars), 13-19 months (canines), and 25-33 months (second molars). The lower row also includes 23-31 months (first molars), 14-28 months (canines), 17-23 months (lateral incisors), 10-16 months (incisors), and 6-10 months (incisors).</p> |
| Lower lateral incisor | 10-16 | 7-8 | |
| Upper central incisor | 8-12 | 6-7 | |
| Upper lateral incisor | 9-13 | 7-8 | |
| Lower first molars | 14-28 | 9-11 | |
| Upper first molars | 13-19 | 9-11 | |
| Lower canines | 17-23 | 9-12 | |
| Upper canines | 16-22 | 10-12 | |
| Lower second molars | 23-31 | 10-12 | |
| Upper second molars | 25-33 | 10-12 | |

Courtesy of Dental Health Services Victoria <https://www.dhsv.org.au>

- At what age do children usually shed their baby teeth?
- When do the upper canines erupt?
- What is another name for adult teeth?
- How old is a child when they shed their upper lateral incisors?

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e. What are the only primary teeth with the potential to remain in a child of 12 years of age?

f. List all types of molar teeth:

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Section 2: Numeracy

Calculators may be used.

1. Ms Toscano has just had her annual check-up. Included in her check-up were a scale, clean and fluoride. Dr Singh, the Dentist, recommended that as Ms Toscano has not had x-rays for three years she should have two bite wing x-rays taken to check between the teeth for any cavities.

Itemised account items for Ms Toscano

\$12 Exam
\$114 Clean
\$121 Fluoride
\$88 x-rays

The full amount of her account is \$335.00.

Ms Toscano uses her ACME Private Health Fund card in the payment processing machine and the ACME Health Fund fee contribution is \$165.30.

How much remains for Ms Toscano to pay?

\$

2. Heidi, the trainee Dental Assistant, has been asked to go to the local store for some supplies.

Heidi is given \$50.00 from the petty cash.

Heidi has been asked to buy the following items.

Calculate the total costs of the items and the amount of change Heidi will receive.

Write your answers in the shaded section of the right-hand column below.

| | |
|--|-------------|
| 5 packets of tissues for the stock cupboard | \$2.35 each |
| 2 x 100 envelopes | \$2.40 each |
| 1 writing pad | \$3.60 |
| 1 carton of milk | \$2.70 |
| Calculate the total | |
| How much change should Heidi receive? | |

Practice Aptitude Quiz

3. Answer the following arithmetic questions:

- a. Write this number in words: 157,802
- b. Round 36,993 to the nearest thousand:
- c. Round 6.724 to two decimal places:
- d. 324×87 :
- e. 81.32×0.3214 :
- f. $4356 \div 89$:
- g. What is 125% of 80?
- h. Convert $\frac{2}{5}$ to a percentage:
- i. What is the elapsed time between 5.45 AM and 4.10 PM?

Practice Aptitude Quiz

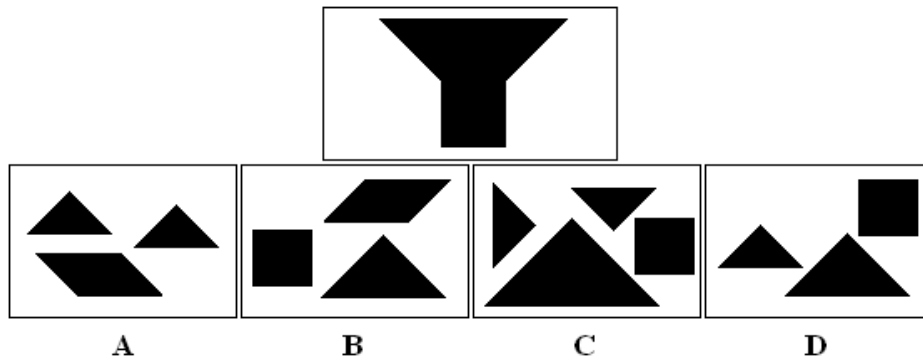
4. Alison and Blythe, the two Dental Assistants in the dental practice, have been asked to do a stocktake of retail supplies for patients.

Input the correct numbers and costs into the shaded columns below:

| Item | Price each | Total stock required | Total stock remaining | Stock to be ordered | Total price of additional stock |
|---|------------|----------------------|-----------------------|----------------------------|---------------------------------|
| Mouthguards | \$14.30 | 60 | 10 | | |
| Interdent brushes (per pkt of 10) | | | | | |
| Size 1 | \$7.95 | 75 | 50 | | |
| Size 2 | \$7.95 | 50 | 30 | | |
| Size 3 | \$7.95 | 100 | 84 | | |
| Size 4 | \$7.95 | 50 | 0 | | |
| Size 5 | \$7.95 | 35 | 23 | | |
| Fluoride toothpaste | | | | | |
| Normal | \$9.30 | 150 | 112 | | |
| Sensitive | \$12.80 | 100 | 87 | | |
| Teeth Whitening gel syringes (sets of 4 syringes) | | | | | |
| Day | | | | | |
| 3% hydrogen peroxide | \$37.95 | 5 | 2 | | |
| 6% hydrogen peroxide | \$37.95 | 5 | 1 | | |
| 7.5% hydrogen peroxide | \$37.95 | 10 | 9 | | |
| 9.5% hydrogen peroxide | \$37.95 | 15 | 3 | | |
| Night | | | | | |
| 10% carbamide peroxide | \$37.95 | 10 | 2 | | |
| 16% carbamide peroxide | \$37.95 | 25 | 15 | | |
| 18% carbamide peroxide | \$37.95 | 10 | 3 | | |
| 22% carbamide peroxide | \$37.95 | 10 | 0 | | |
| | | | | Total cost of order | |

Practice Aptitude Quiz

5. Which group of shapes can be assembled to make the shape shown? Hint: Begin by eliminating as many options as you can on the basis of size. Select the correct answer.



Practice Aptitude Quiz

Answers

Section 1: Language and Literacy

1.

| | |
|-----------------|--------------|
| 1. Abscess | 2. Alloy |
| 3. Autoclave | 4. Ceramic |
| 5. Cusp | 6. Dentine |
| 7. Diagnostics | 8. Enamel |
| 9. Injection | 10. Mandible |
| 11. Orthodontic | 12. Plaque |
| 13. Sanitise | 14. Tartar |
| 15. Veneer | |

2. a. interpersonal skills, good communication skills, well organised, interested in health, time management.
b. clean and scale, composite resin filling, crown preparation, root canal therapy, tooth extraction, surgical procedure.
c. Sterilisation equipment.
d. Personal Protective Equipment
3. a. All of the above b. Both of the above. c. False. d. Tetanus
4. a. nervous b. wait c. discussed d. decided e. where
f. amenities g. conversation h. procedure i. necessary
5. Fluoride is a naturally **occurring** mineral that is found in many forms. **It** may be present in the water from wells; in the food we eat, which has absorbed fluoride from the soil; and as additives in many different products that we use.
Fluorides are effective in strengthening the enamel's resistance to dental decay. However, to **achieve** the maximum benefits of fluoride, an ongoing supply of both systematic and topical fluoride must be available throughout life. For over 40 years fluoride has been safely added to the communal water supply in most cities in **Australia**.
Topical fluoride application is an **essential** part of a comprehensive dental program. Dentine is the hardest substance in our bodies. **Fluoride** helps to maintain its integrity.
6. a. support b. privacy c. vital d. minimised
7. a. iii. b. i. & iii.
8. a. 000
b. So that there is a plan of action in the event of an emergency
c. Look, listen and feel for breathing
d. Cardio Pulmonary Resuscitation
9. a. Every exchange between the Dental Assistant and the Dentist takes place in the transfer zone, which is over the patient's chest, near his or her chin. Instruments are exchanged here so they are not accidentally dropped on the patient's face.
b. Drill bit for a dental drill.
c. The new instrument being placed in the Dentist's hand from the Dental Assistant's hand.
d. Elbows, wrists and fingers.

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10. a. Around six years of age b. 16 to 22 months c. Permanent teeth d. 7 to 8 years
 e. Upper second molars, Upper canines, Lower canines, & Lower second molars
 f. Lower first molars, Upper first molars, Lower second molars & Upper second molars

Section 2: Numeracy

1. \$169.70
 2. Total \$22.85, change \$27.15
 3. a. One hundred and fifty-seven thousand, eight hundred and two b. 37000
 c. 6.72 d. 28 188
 e. 26.14 f. 48.94
 g. 100 h. 40%
 i. 10 hours and 25 minutes

4.

| Item | Stock to be ordered | Total price of additional stock |
|---|----------------------------|---------------------------------|
| Mouthguards | 50 | \$715.00 |
| Interdent brushes (per pkt of 10) | | |
| Size 1 | 25 | \$198.75 |
| Size 2 | 20 | \$159.00 |
| Size 3 | 16 | \$127.20 |
| Size 4 | 50 | \$397.50 |
| Size 5 | 12 | \$95.40 |
| Fluoride toothpaste | | |
| Normal Sensitive | 38 | \$353.40 |
| | 13 | \$166.40 |
| Teeth Whitening gel syringes (sets of 4 syringes) | | |
| Day | | |
| 3% hydrogen peroxide | 3 | \$113.85 |
| 6% hydrogen peroxide | 4 | \$151.80 |
| 7.5% hydrogen peroxide | 1 | \$37.95 |
| 9.5% hydrogen peroxide | 12 | \$455.40 |
| Night | | |
| 10% carbamide peroxide | 8 | \$303.60 |
| 16% carbamide peroxide | 10 | \$379.50 |
| 18% carbamide peroxide | 7 | \$265.65 |
| 22% carbamide peroxide | 10 | \$379.50 |
| | Total cost of order | \$4,299.90 |

5. B