



CDHNS CONTINUING COMPETENCY CYCLE:

FREQUENTLY ASKED QUESTIONS
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CDHNS Continuing Competency Cycle: Frequently Asked Questions

Table of Contents

1. When will I know if I've been chosen for an Audit?	2
2. How long do I have to retain my CC records?.....	2
3. How do I check my Professional Development Record on the Online System?.....	2
4. How do I enter a new Continuing Competency Activity on the Online System?.....	3
5. What kind of Supporting Documentation is required?.....	5
6. How do I upload Supporting Documents?	5
7. I've uploaded multiple documents for an entry. How do I view or download them?.....	6
8. How do I print my CC Activity Record?	6
9. I have noted an error in one of my learning activities. How do I make that correction?.....	7
10. What about my CPR credits?	9
11. I'm taking a leave from work (e.g., maternity leave). Can I apply for a CC Cycle extension?.....	9
12. I took an in-person course that meets all the general criteria, but they didn't offer a post-test. Do I have to complete a Reflection document?.....	9
13. When am I required to complete a Reflection document for the virtual learning activities I've completed?	9
14. I took a virtual learning activity with a post-test, but I'd rather do a Reflection document instead of completing the post-test. Can I do that?	10
15. How do I know the credit hours for the CDHA online courses/webinars?.....	10
16. What about other online CE providers?	10
17. I attended a virtual session that was organized and delivered through a Study Club registered with the CDHNS. Do we have to complete a post-test or Reflection document?	11
18. My office is taking a Medical Emergencies Course. I was told that it's mandatory for dentists and dental assistants to take this course (half day) once per cycle. Is this requirement in place for dental hygienists as well?.....	12

1. When will I know if I've been chosen for an Audit?

An annual audit of Continuing Competency (CC) requirements is performed on registrants randomly selected by a third party at the end of each group's cycle. **Those selected for audit will be notified in the month of January just after the cycle has ended** e.g., for those whose cycle ends December 31, 2022, individuals will be notified January 2023.

2. How long do I have to retain my CC records?

Even if you are not selected for audit, you must ensure that you keep all relevant records/documents for that time period. As noted in 4.5 of the CCP Requirements document, *"For audit purposes, verification must be maintained for the registrant's current cycle and the registrant's previous cycle."* Ensure that you maintain the records for the appropriate cycles. For example, if your current cycle is Jan 1, 2022 to Dec 31, 2024, you must retain the records for this cycle, and for the cycle that ended on Dec 31, 2021.

3. How do I check my Professional Development Record on the Online System?

As with the last database, you can see a summary of the learning activities you completed. You can also access a detailed record of your learning activities.

Step 1: Log into your Registrant Portal and click on the tab at the top entitled **Continuing Competency**.

The screenshot shows the Registrant Portal interface for the College of Dental Hygienists of Nova Scotia. The 'Continuing Competency' tab is highlighted with a red box. Below the navigation tabs, there is a table showing credit requirements for three-year cycles.

Cycle	Credits	Category 1	Category 2	Category 3
3 years	45	Minimum 15 CPR: Max 9 First Aid: Max 5	Maximum 30 No Minimum	Minimum 5 Maximum 15

Current Cycle: Jan 01, 2022 - Dec 31, 2022

Step 2: Review the Professional Development Chart Summary on this main screen.

The screenshot shows the Professional Development Chart Summary. A callout box states: "These rows will only show after you enter at least one activity in that category". Below this, there is a dropdown menu for the current cycle (Jan 01, 2022 - Dec 31, 2022) and a "Summary" button. A table shows the credit requirements for each category, and a summary table shows the total credits entered and eligible credits for each category.

Category	Minimum Credits	Maximum Credits	Credits Entered	Eligible Credits
Category 1	15.0	-		
Category 2	-	30.0		
Category 3	5.0	15.0		
CPR	-	9.0		

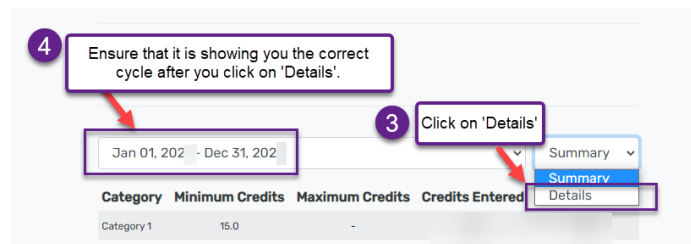
The summary of the total credits you submitted and the eligible credits for each section are noted here.

The summary includes the gross credits you entered (in the 'credits entered' column), along with eligible credit totals. The 'credits entered' are the raw totals that you've included for a course or category. For example, if you entered 25 credits within your 3-year cycle in category 3, the **credits entered** would be **25** and the **eligible credits** would be calculated as **15**, since the maximum for Category 3 is 15 for the 3-year period.

Please Note: Just like the last system, this online system is not able to integrate all of the parameters/limitations within the CDHNS's CCP Requirements document. However, the major limitations have been incorporated e.g., Category maximums; CPR and First Aid limits, and the maximum limit per learning activity (25 hours). **Ensure that you carefully review the CCP document to confirm any other exclusions that may apply.** You are responsible for ensuring that you comply with all of the requirements in the document. For example, you cannot obtain more than 10 credits in a 24-hour period. However, the system cannot capture this limitation.

Step 3: Click on 'Details' to switch from 'Summary' to the detailed view of all of your entered activities, if you wish to see a more detailed breakdown of your learning activities, or to make an edit to one of your previous submissions. The detailed entries are shown based on each specific cycle and will show the credits you entered, not the eligible credit hours.

Step 4: When you switch to 'Details', ensure it's on the cycle that you intend to view. (See the screen capture below).



You cannot edit learning activities from a previous cycle. If you wish to correct an error for a previous cycle, you must contact CDHNS staff directly. They will make the change for you.

4. How do I enter a new Continuing Competency Activity on the Online System?

There are two ways to access the form to enter a new activity. You can access it directly from the Home Page, or from the Tab on the top, entitled 'Continuing Competency'. Below are both options.

Step 1: Log into your Registrant Portal.

Step 2: Option (a): On the right side of the Home Page, and every other screen of your Registrant Portal, you will see a 'Links' section. Click on the form entitled *Record a New Continuing Competency Activity*.

Option (b): Click on the 'Continuing Competency' tab at the top and scroll down below the summary of your CC entries and select *'Record a New Continuing Competency Activity'*.

Current Cycle: Jan 01, 2022 - Dec 31, 2022

Option (a) → Record a New Continuing Competency Activity (Credit Hours)

Print Report Summary

Category	Minimum Credits	Maximum Credits	Credits Entered	Eligible Credits
Category 1	15.0	-		
Category 2	-	30.0		
Category 3	5.0	15.0		
CPR	-	9.0		

Option (b) → Record a New Continuing Competency Activity (Credit Hours)

Links

- Record a New Continuing Competency Activity (Credit Hours)
- Registrant Profile Update
- Name Change Request
- Local Anaesthetic
- CPR Approval Form
- Verification of Registration/Licensing (Letter of Good Standing) Request
- Professional Corporation Name Approval & Application
- Event Registration

Step 3: Complete the entry. Enter all of the required fields – Date, Activity Course Title, Sponsor, and Number of Credits. If possible, upload your supporting documentation as well e.g., verification of attendance and a detailed course outline; reflection document, if applicable.

Enter all of the required fields (yellow highlighted)

Category 1
 CPR
 First Aid
 Category 2
 Category 3

Please Select Category to Enter *

Continuing Competency Record

Date Course Completed (DD/MM/YYYY) *

Activity Course Title *

Sponsor *

Number of Credits *

*The maximum allowable credits for any given course is 25

Upload your supporting data (documents). Use one of the formats highlighted in green.

Documentation

File Upload 1

File Upload 2

File Upload 3

The following file extensions are permitted for upload: .doc, .docx, .pdf, .jpg, .jpeg, .png, .heic

Step 4: Confirm the information you entered is accurate and complete the declaration; this includes typing in your signature.

Step 5: Submit the form.

Declaration

I certify that I have attended the course or participated in the ... attended.

Certification * I certify

I acknowledge and agree that if I submit this document electronically and insert, my name below, it is equivalent to my original ink signature.

Signature *

* Required

Submit

Close

4 Confirm accuracy and complete declaration.

5 Submit the form

5. What kind of Supporting Documentation is required?

Supporting documents (verification for each entry on the record), must confirm the necessary elements for each continuing competency educational activity:

- a) Your name
- b) The date of the Continuing Competency educational activity
- c) The name of the sponsoring organization
- d) The speaker's name (presenter's name) and the qualifications
- e) Topic of presentation or course
- f) The hours of attendance at the activity
- g) Verification of your attendance e.g., certificate or attendance/completion or attendance list; online learning activities– successful completion of the course provider's post-test *OR* if no post-test, upload a completed reflection document.

For all courses that are not offered through CDHNS, CDHA, Dalhousie's Continuing Dental Education, or by Study Clubs who are registered with CDHNS, you must also provide the following information:

- h) A detailed course outline and learning objectives
- i) The subject matter of the activity
- j) An agenda that outlines start/end times and major breaks of the sessions, e.g., refreshment and lunch breaks (if not clearly covered in item f above)

6. How do I upload Supporting Documents?

You may upload all of your supporting documentation, along with the rest of your information. You may enter up to three uploads for each learning activity entry e.g., a certificate of completion, a detailed agenda, and course outline.

Once you are on the screen that allows you to enter a new learning activity (See *How do I enter a new Continuing Competency Activity on the Online System?*), you will see that you have an option to upload images (document upload).

Uploading your supporting data is optional, but is strongly recommended. Use one of the formats highlighted in green.

*The maximum allowable credits for any given course is 25

Documentation

File Upload 1	Select from device
File Upload 2	Select from device
File Upload 3	Select from device

The following file extensions are permitted for upload: .doc, .docx, .pdf, .jpg, .jpeg, .png, .heic

Note: While uploading supporting documentation into the online system for each learning activity is *optional*, it is strongly recommended. You will then have *all* of the course information stored in one location. **If you choose not to upload the supporting documentation, ensure that you keep all necessary documentation about each course/learning activity in hard copy format in your personal files.**

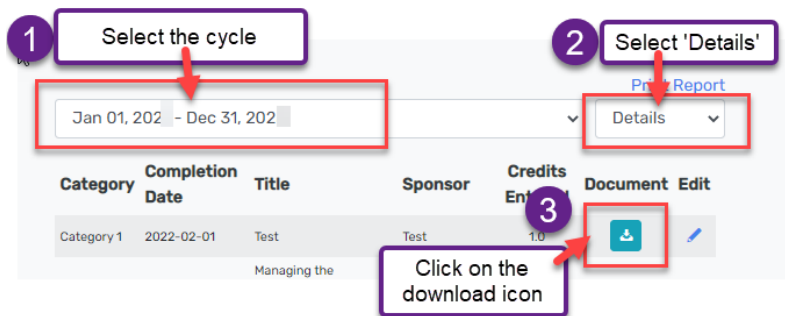
7. I've uploaded multiple documents for an entry. How do I view or download them?

Under your Continuing Competency Tab of your Registrant Portal, complete the following steps:

Step 1: Select the cycle. **Note:** You can view or download documents that you've previously uploaded, for *any* cycle.

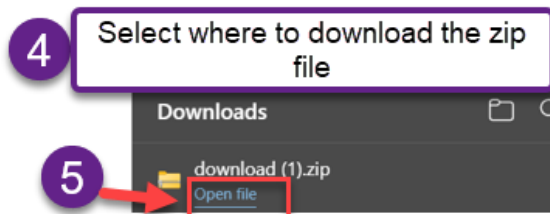
Step 2: Select 'Details' so that you can view all of your individual entries.

Step 3: Click on the download icon. The screen will display a brief 'loading' message.



Step 4: Select where you wish to download the zip file. When there are multiple documents, the files will appear in their downloads grouped into a zip file. (If it is only one it will just be the single document in its uploaded format.)

Step 5: Select 'open file' to see your previously uploaded documents (Remember, you can upload a maximum of 3 per learning activity.).



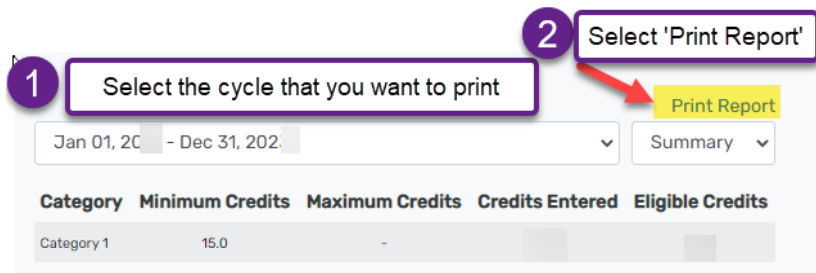
Remember: This may not look exactly the same on your system, based on what you're using to download these documents (e.g., phone, laptop; apple or android)

8. How do I print my CC Activity Record?

Under your Continuing Competency Tab of your Registrant Portal, complete the following steps to print your record.

Step 1: Select the cycle you want to print.

Step 2: 'Print Report' on the right side of your screen.



Step 3: Your Continuing Competency Activity Record for your selected cycle will show on the screen. All activities entered online for that cycle will show.



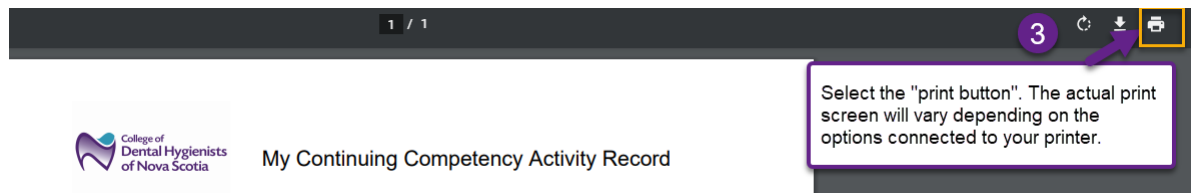
My Continuing Competency Activity Record

Name:

Address:

License No:

Step 4: Select the “print button”. *Please note:* The actual print screen itself will vary depending on the options for your printer as well as the web browser you are on.



9. I have noted an error in one of my learning activities. How do I make that correction?

You can make corrections to activities in your current cycle.

If you wish to correct an error for a previous cycle, you must contact the CDHNS staff directly at info@cdhns.ca. They will make the change for you.

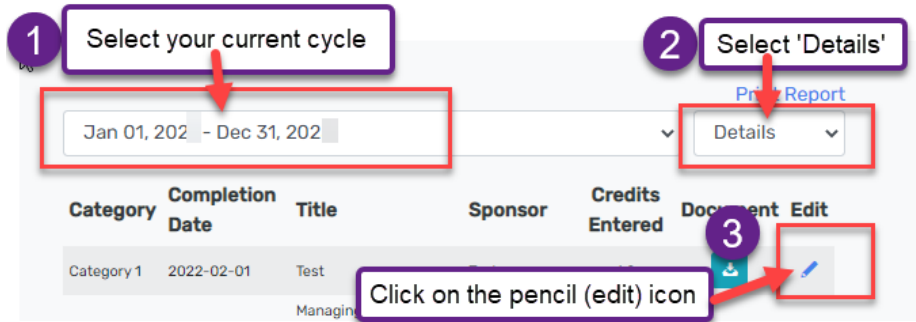
This includes entries that appear to be incorrectly allocated to a previous cycle. For example, if a course that you completed in 2021 was incorrectly allocated to your cycle that ended in 2020, please contact the CDHNS office and let them know edits are required – include the date(s), and title(s) of the courses that need to be moved, and identify the correct cycle where they belong. The CDHNS staff will confirm these details and then notify you when it’s been completed.

Under your Continuing Competency Tab of your Registrant Portal, complete the following steps to make a correction.

Step 1: Select your current cycle.

Step 2: Select 'Details'.

Step 3: Click on the pencil icon for the learning activity you wish to correct.



Step 4: A revision form will open for the learning activity and you will be able to make revisions. At the top of the form select 'Update' or 'Void'.

If you are voiding (deleting) an entry, go directly to Step 6, since you will not be making corrections to your original entry.

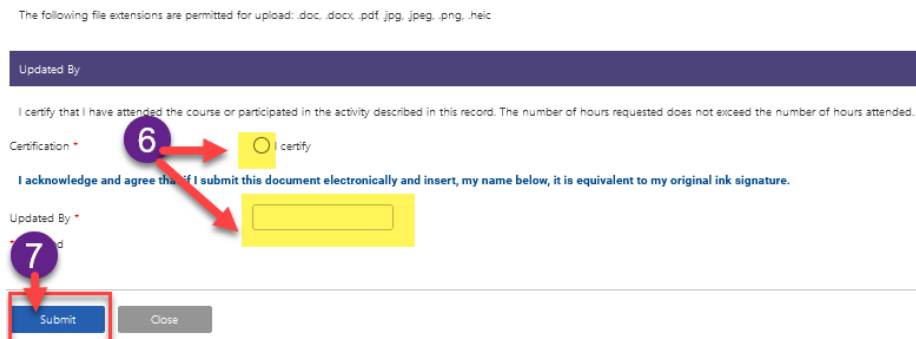
Update Continuing Competency Submission



Step 5: Make the necessary corrections on your entry. You may leave the rest of the entry 'as is'. Any supporting documents you uploaded for this activity will remain, as will the category, date, activity course title, sponsor, and number of hours.

Step 6: Confirm the accuracy of your entry. If it is correct, indicate that you are certifying its accuracy by clicking on 'certify' and entering your signature in 'uploaded by'.

Step 7: Select 'submit'.



10. What about my CPR credits?

Just like the last system, the CPR approval required for renewal is not connected to your continuing competency entries. You must make a CC entry for each of your CPR courses in order to have it calculate into your totals.

To obtain full credit hours (to a maximum of 9 hours per 3-year cycle), you must upload your permanent CPR card *or* a certificate of attendance. If you have already uploaded a permanent CPR card in the CPR upload section of your Registrant Portal, you **do not** have to upload your CPR card again with your continuing competency entry.

11. I'm taking a leave from work (e.g., maternity leave). Can I apply for a CC Cycle extension?

There are no CC Cycle extensions. Following the 2018 comprehensive review of the CCP Requirements, the two extension sections were deleted to ensure that the requirements were in line with legislation. **This was effective as of January 1, 2019.**

For individuals who continue to maintain a **practising licence**, the 3-year cycle applies and they must obtain 45 hours within their 3-year period.

For individuals who hold a **non-practising licence**, they are no longer required to keep a CC cycle. However, when applying for transfer from the non-practising to practising class of licence, you must meet *all* practising licence requirements, including providing evidence of obtaining 45 hours within the 3 years immediately prior to submitting an application for a practising licence. Section 3.3 of the [CCP Requirements document](#) outlines the *CC Requirements for Transfer*.

Please note: If you are taking a leave from work due to a physical or mental condition, disorder, or addiction that interferes with your ability to provide safe, effective dental hygiene care (or has the potential to do so in the future), please contact the Registrar immediately.

12. I took an in-person course that meets all the general criteria, but they didn't offer a post-test. Do I have to complete a Reflection document?

No. For in-person learning activities, there has never been a requirement for a post-test. That only applies to self-directed virtual learning activities, like online webinars and conferences. Therefore, you do not need to complete a reflection document to obtain credit for that in-person learning activity.

This is not to say that some in-person learning activities don't require their own post-test before they will issue you some type of successful completion document. CPR is a good example of this. You must successfully complete their practical assessment and a written post-test before they will issue you a CPR card or certificate.

13. When am I required to complete a Reflection document for the virtual learning activities I've completed?

If the virtual course/learning activity does NOT have a learner assessment (e.g., post-test /quiz), you must complete a Reflection document if you wish to submit for credit hours.

It must be completed for each learning session or activity you attend. For example, if you attend five sessions offered at a virtual conference, you must submit five reflection documents — one for each session.

The QAC has developed examples of completed Reflection documents to further assist registrants in completing these documents. You will find these posted on the [Continuing Competency page](#) of the CDHNS website.

See Sections 6.1.5 and 6.3.2 (h) of the [CCP Requirements Document](#) for further details. The changes to these sections only apply to learning activities taken *on or after Oct 1, 2021*. If you took a course prior to Oct 1, 2021 that did not have a post-test, it is not eligible for credit hours.

14. I took a virtual learning activity with a post-test, but I'd rather do a Reflection document instead of completing the post-test. Can I do that?

No. If the course/learning activity you are taking has a post-test, you must successfully complete it.

This reflection document is for learning activities that do not have a learner assessment offered by the provider.

See Sections 6.1.5 and 6.3.2 (h) of the [CCP Requirements Document](#) for further details. The changes to these sections only apply to learning activities taken *on or after Oct 1, 2021*.

15. How do I know the credit hours for the CDHA online courses/webinars?

On the CDHNS website, there are tables that provide you with details of the CDHA online courses and webinars that have been reviewed by the CDHNS Quality Assurance (Continuing Competency) Committee for credit hours and category determination. You will find these tables under the [Continuing Competency tab](#) under [Online Learning Activities](#).

Please remember that the QA Committee does not pre-approve courses. Each time they meet, they do their best to review all the CDHA's webinars and courses that have been recently posted. However, due to the volume of new courses that CDHA is developing, it is not always possible for the QA Committee to have reviewed all offerings.

If a course is not listed in the tables, it was not reviewed by the Committee. It may still be eligible for credit. Learning activities that support the member's specific learning needs and area(s) of practice will be considered. **Refer to the CCP Requirements to assist you in determining if a learning activity may be eligible for credit, and to determine the specific CCP category of the activity** (Categories 1 to 3):

- Section 2.3 covers the general expectations of all learning activities.
- Section 6 provides specific details about the three categories.

Important note: Since the pandemic, the CDHA has begun including COVID-19 webinars/courses that do not all offer learner assessment (e.g., "post-test"). This is identified on CDHA's website under each specific learning activity (webinar or course). For example, the Oct 2021 CDHA Virtual Conference does not offer learner assessment. **In order for these learning activities to qualify for credit hours, in addition to meeting the general requirements, you must complete a Reflection document for each activity/session completed. (See 6.1.5 and 6.3.2 (h) for further details.) This Reflection document option only applies to learning activities taken on or after Oct 1, 2021.**

16. What about other online CE providers?

On the CDHNS website, there is a [table](#) that includes online continuing education offered by oral health providers that have been reviewed by the CDHNS QA Committee. The providers reviewed are the ones that are typically accessed by CDHNS registrants. *The QA Committee will review other providers, upon*

submission. Please remember that the QA Committee does not pre-approve courses. Refer to this table to determine if the courses you are considering will be eligible for full credit hours, 50% credit hours, or if they are not eligible for any credit hours. Learning activities that support the member's specific learning needs and area(s) of practice will be considered.

Please note: While the Quality Assurance Committee has reviewed sufficient offerings from the providers below to determine whether sessions are eligible for hour-for-hour or 50% credit, the QAC has not reviewed each individual course. Please ensure that you retain (and upload) each session's course outline, learning objectives, and presenter's name and qualifications. These are used by the QAC to determine category allocations (e.g., Cat 1 or 3) and if the topic meets the general requirements set out in the CDHNS CCP Requirements document.

Refer to the CCP Requirements to assist you in determining if a learning activity may be eligible for credit, and to determine the specific CCP category of the activity (Categories 1 to 3):

- Section 2.3 covers the general expectations of all learning activities.
- Section 6 provides specific details about the three categories.

All online activities must meet the criteria to be eligible for credit hours e.g., must have a post-test that adequately covers the material. In addition to the general expectations noted above, below are a few sections of the CCP requirements that may be relevant to the course(s) you are considering:

- 3.1.5 (Formal Advanced Education Course or Programs)
- 6.1.5 and 6.3.2 (h) include criteria for individual self-study courses

As of October 1, 2021, if you complete a virtual learning activity (e.g., online webinar) that does not offer a post-test, or other form of learner assessment by the provider, **in addition to meeting the general requirements, you must complete a Reflection document for each activity/session completed.** (See 6.1.5 and 6.3.2 (h) of the [CCP Requirements Document](#) for further details.) ***This Reflection document option only applies to learning activities taken on or after Oct 1, 2021.***

17. I attended a virtual session that was organized and delivered through a Study Club registered with the CDHNS. Do we have to complete a post-test or Reflection document?

No. If the session was independently organized and delivered by a Study Club registered with the CDHNS, a post-test is not required. The Study Club must follow the requirements laid out in Sections 7.2 of the CDHNS CCP Requirements. Section 7.2.2 (4) outlines the verification requirements of these registered Study Clubs.

However, if the session was delivered by another CE provider e.g., CDHA or Colgate Oral Health Network, and the Study Club members watched the learning activity as a group, you must meet the criteria set out in Sections 6.1.5 and 6.3.2 (h) regarding virtual learning activities, including completion of a post-test or Reflection document.

In 2020, when most Study Clubs began offering virtual learning activities, rather than in-person sessions, the QAC revised the Requirements to allow more flexibility in offering these sessions. The Study Clubs must develop a process to adequately monitor member participation, and submit information in their annual report outlining the protocols and policies that were implemented to ensure that the Study Club Verification requirements under 7.2.2 (4) were met.

This only applies to Study Clubs registered with the CDHNS. If other course providers or study clubs hold virtual learning activities, in order to be eligible for credit hours, you **must** successfully complete the providers' post-test; or, if no post-test is offered, for sessions offered on or after October 1, 2021, you may submit a Reflection document. **See Sections 6.1.5 and 6.3.2 (h) of the [CCP Requirements Document](#) for further details.**

18. My office is taking a Medical Emergencies Course. I was told that it's mandatory for dentists and dental assistants to take this course (half day) once per cycle. Is this requirement in place for dental hygienists as well?

No. The CDHNS CCP Requirements does not include a requirement that a medical emergencies course must be completed once per cycle. It is also not a requirement for renewal with the CDHNS.

However, we strongly encourage all RDHs to participate in this in-office learning opportunity since the entire office should discuss office emergency protocols and how to manage medical emergencies. It is a valuable learning experience for the whole team.

You should also be able to submit the course for credit hours, as long as it meets all of the General Requirements, and/or you haven't hit any maximums within the CCP Requirements set out for a specific learning activity. For example, if the medical emergencies course includes first aid topics, and you have already hit that first aid hours maximum for your cycle (5 hours as per 6.1.3), you must exclude the first aid learning activities from the total that you upload for credit hours.