

14140 W Indian School Rd B-1
Goodyear, AZ 85395
unioncentreinstitute.com
(513) 855-5100

Entry-Level Dental Assisting Informational Catalog



Dental Assistant Academy Program of Union Centre Institute

Headquarters 4845 Rialto Rd Suite A
West Chester, Oh 45069
513-855-5100
unioncentreinstitute.com

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(513) 855-5100

dentalassistantacademy.com

Owner: Kevin J. Ison DMD MS

Disclosure

Union Centre Institute's Dental Assistant Academy reserves the right to change programs, start dates, tuition, and to cancel programs. Any changes will be made in accordance with the rules of the regulatory agencies that oversee our schools. Please see the state specific catalog supplement to find information regarding your school location.

Goals and Objectives

According to the Occupational Outlook Handbook, positions for dental assistants are supposed to rise 19% from 2016 to 2026, which is much faster than most occupations. As a result of the demand for dental assistants, Dental Assistant Academy created a training program that teaches the necessary skills needed to work in a dental office and orthodontic office. The program is only 10 Saturdays for six hours so that students can work, take care of their families, etc. during the normal work week. With training from Dental Assistant Academy, our students can find employment at a higher salary level than with no training.

It is the mission of Dental Assistant Academy to provide the best dental assistant training that allows an individual to complete training and seek employment in the shortest time possible. Training focuses on the fundamental knowledge and skills needed to work in a dental and orthodontic office. Students learn in an actual dental office and get familiar with the work environment before their first day on the job.

Training Program/Class Dates and Schedule

Description of Dental Assisting Program

Our 10-week dental assisting program offers the basic skills that any dental office is seeking to hire. Not only do we offer the skills necessary for general dentistry, but our curriculum also offers a focus on orthodontics as well. By the end of our 10 sessions, our students will be able to assist the doctor for amalgam and composite restorations, crown and bridge, root canals, oral surgery and periodontics as well as take impressions, bond braces, debond braces, write referrals, pour up models, make retainers, scan for clear aligners, do adjustments, abide by HIPPA, x-ray certified and proper sterilization procedures. This 60-clock hour hybrid course will be accomplished by having three-hour lecture periods done during the week at any time on a computer and three hours hands-on clinical practice using our Arizona State Dental Board regulated operatories. Arizona students must take the DANB RHS exam at a testing facility once graduated. Radiology license is not guaranteed and will be on a pass/fail basis.

Program Syllabus and Topics Covered

Course Syllabus and Topics Covered

Each lecture is 3 contact hours and each lab is 3 contact hours

Week	Lecture	Lab
1- 2 hours 20 mins vidoes 1 hour DALE RHS review	<ul style="list-style-type: none"> -Watch lecture videos on chapters 1-2, 6-8: -Chapter 1 "Introduction to Dental Assisting" -Chapter 2 "Professional and legal aspects of dental assisting" -Chapter 6 "Infection control and managing hazardous materials" -Chapter 7 "Surface disinfection and treatment room preparation" -Chapter 8 "Instrument processing" -Watch vidoes on handwashing techniques, surface barriers, treatment room cleaning and disinfecting and autoclaving instruments -1 hour RHS DALE exam review -Optional Simtics practice: Hand Hygiene soap and water, Hand Hygiene hand sanitizer, Isolation Room PPE, Impressions 	<ul style="list-style-type: none"> -Setting up the dental chair and unit -Pulling patient charts and taking blood pressure -Preparing patient for procedures -Breaking down the chair and unit -Assist dentist with passing instruments -impressions
2- 1 hour 57 mins videos 1 hour DALE RHS review	<ul style="list-style-type: none"> -Read chapters 3-5, 9-11 assigned pages: -Chapter 3 "Anatomy and physiology" pgs 24, 25, 28, 30, 34, 35, 36-38 	<ul style="list-style-type: none"> -Setting up the dental chair and unit -Pulling patient charts and taking blood pressure

	<p>Chapter 4 "Dental anatomy" pgs 41-51 Chapter 5 "Disease transmission" pgs 58,59,60,63 Chapter 9 "Clinical dentistry" pgs 116-124 Chapter 10 "Moisture control" pgs 128-138 Chapter 11 "The dental patient" pgs 143-157 -Watch videos on transferring instruments, suctioning, the dental dam and taking blood pressure -1 hour RHS DALE exam review -Homework: memorize tooth numbers and surfaces -Optional Simtics practice: Disinfection, Sterilization and BBP, Assist with routine patient exam</p>	<p>-Preparing patient for procedures -Breaking down the chair and unit -Assisting the dentist with charting -Assisting the dentist with suctioning -impressions</p>
<p>3- 1 hour 53 mins videos 1 hour DALE RHS review</p>	<p>-Read chapters 12-14, 26 assigned pages: -Chapter 12 "The Dental Examination" pgs 159-175 -Chapter 13 "Medical Emergencies in the Dental Office" pgs 179-182 -Chapter 14 "Pain and Anxiety Control" pgs 189-208 -Chapter 26 "Oral and Maxillofacial Surgery" pgs 428-442 -watch videos on bitewings, placing topical, putting together a syringe and minor oral surgery -1 hour RHS DALE exam review</p>	<p>-Bitewings and PA's -Assisting the dentist with charting -Assist the dentist with extraction -impressions</p>

	<p>-Homework: continue to memorize tooth numbers/ surfaces and charting symbols</p> <p>-Optional Simtics practice: DA anatomy, Dental charting, Assist with minor oral surgery</p>	
<p>4- 2 hours 16 mins videos 30 mins Simtics 1 hour DALE RHS review</p>	<p>-Read chapters 17-22 assigned pages: -Chapter 17 "Preventive Care" pgs -Chapter 18 "Coronal Polishing and Dental Sealants" pgs -Chapter 19 "Instruments, Handpieces and Accessories" pgs -Chapter 20 "Restorative and Esthetic Dental Materials" pgs -Chapter 21 "Restorative Procedures" pgs -Chapter 22 "Impression Materials and Laboratory Procedures" pgs -watch videos on coronal polishing, handpieces, amalgam restorations, impressions and pouring models -1 hour RHS DALE exam review -Simtics- Dental radiology 1 -1 hour DALE RHS review</p> <p>-Homework: study for quiz 1 over dental specialties page 5 and tooth charting symbols</p>	<p>-Bitewings and PA's -impressions -pour up impressions - Assist the dentist with composite restoration -Take quiz 1 -Begin xray clinical testing</p>

<p>5- 1 hour 32 mins videos 1 hour DALE RHS review</p>	<p>-Read chapters 23, 25 and 29 assigned pages: -Chapter 23 "Prosthodontics and Dental Implants" pgs -Chapter 25 "Endodontics" pgs -Chapter 29 "The Job Search" pgs -watch videos on placing cord, creating temporary crowns, example resume -1 hour RHS DALE exam review -Homework: create separate resume for the dental field, study for test 1 on tooth surfaces, numbers, instruments -Optional SIMTICS Dental Radiology 1, Assist with anesthetic delivery, Dental Anatomy, Root canals</p>	<p>-Bitewings and PA's -impressions -pour up impressions -Assist the dentist with a root canal -Test 1: Written and finish xray clinical portion</p>
<p>6- 1 hours 39 mins videos 30 mins Simtics 1 hour DALE RHS review</p>	<p>-Read chapters 24, 27, and 28 assigned pages: -Chapter 24 "Periodontics" pgs -Chapter 27 "Pediatrics" pgs -Chapter 28 "Orthodontics" pgs -watch videos on periodontal dressings, orthodontic pictures and orthodontic ties -1 hour RHS DALE exam review -SIMTICS composite restoration -Homework: continue building dental resume</p>	<p>Test 1: Clinical portion -Assisting the dentist with charting -Assist the dentist with composite restoration -impressions -pour up impressions</p>
<p>7- 3 hours 25 mins videos 1 hour DALE RHS review</p>	<p>-Read chapters 15 and 16 assigned pages:</p>	<p>-Take Pano/ceph -Take X-ray license test</p>

	<ul style="list-style-type: none"> -Chapter 15 "Radiation Safety and Production of X-rays" pgs -Chapter 16 "Oral Radiography" pgs -watch video on panoramic xrays -1 hour DALE RHS review -Homework: finish dental resume and send out to offices, interview at one dental office and sign off on sheet -Optional Simtics-DA comprehensive review dental radiography 	
<ul style="list-style-type: none"> 8- 1 hour videos 1 hour DALE RHS review 	<ul style="list-style-type: none"> -"Orthodontic Basics" video -"Bonding Brackets" video -watch video on bonding and scanning -1 hour DALE RHS review -Homework: Send out resume and study for quiz 2 -Optional Simtics-Communication, Time Management 	<ul style="list-style-type: none"> -bond brackets -Scanning -ties on/off -Take Ortho quiz 2
<ul style="list-style-type: none"> 9- 36 mins videos 2 hours DALE RHS review 	<ul style="list-style-type: none"> -"Adjustments" video -"Invisalign" video -2 hours RHS DALE review -Homework: submit resumes, study for test 2 -Optional Simtics- Ethics 	<ul style="list-style-type: none"> -bond brackets -Scanning -ties on/off -Take test 2: Written Only
<ul style="list-style-type: none"> 10- 30 mins videos 2 hours DALE RHS review 	<ul style="list-style-type: none"> -"Debond" lecture video -"Retainer" lecture video -additional videos on how to properly debond and create bonded retainers -2 hours DALE RHS review 	<ul style="list-style-type: none"> -Bond brackets -scanning -ties on/off -anything left the students feel they need practice on -Graduation ceremony

	<p>-Homework: submit resumes and make sure to go on at least one interview,</p> <p>-Optional SIMTICS comprehensive review simulation</p>	
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Academic Calendar

Expected Program Length: 10 weeks

Program Schedule: 10 Saturdays 3-hour sessions 9:00 a.m. to 12:00 p.m, lecture is done during the week on a computer. (60 contact hours)

Winter 2022

December 3 10 17

January 7 14 21 28

February 4 11 18

off for Christmas Eve, Christmas Day and New Years

Spring 2023

March 4 11 18 25

April 1 8 15 22 29

May 6

Summer 2023

June 3 10 17 24

July 1 8 15 22 29

August 5

Fall 2023

September 2 9 16 23 30

October 7 14 21 28

November 4

Dental Assistant Academy will accept registrations up to the first day of class.

Externship

Dental Assistant Academy does not require an externship in order for the students to graduate.

Standards of Academic Progress

Our program will consist of quizzes and tests that assess reading and laboratory skills, along with clinical skills testing showing the students' understanding of instruments and processes. Each quiz and test will be stated a week beforehand, and topics will be covered as to what the students can expect to be on them. These quizzes and tests are shown on the above syllabus.

Employment Opportunities

Dental Assistant Academy will give their students all of the necessary information in order to best prepare the students to get a job upon graduation. Dental Assistant Academy will help the students build a resume specifically for the dental field, provide its students with a list of job openings and opportunities and keep in contact with past students for at least 30 days beyond graduation with any additional job openings. Dental Assistant Academy cannot promise any student a job upon completion of this program. Upon completion of this program, each student will have the basic skills and certifications in order to start working in the dental field.

Language of Training

All programs are offered only in English. Dental Assistant Academy does not offer English as Second Language instruction.

Enrollment

Entrance Requirements

Admission is open to any qualified applicant. There is no minimum age requirement. No qualified person may be excluded from enrollment in the Dental Assistant Academy LLC training program based on age, race, gender, disability, or national origin.

Applicants Must Meet the Following Requirements:

1. Have paid the application fee and have made school-approved arrangements to pay the tuition in full.
2. Have executed an enrollment agreement.

Transfer or granting of credit

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school certificates, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

No life experience or previous education and training apply to the Dental Assistant Academy training program. Students may not transfer in any previous education or training to apply to the Dental Assistant Academy program.

Late enrollment

There are no provisions for late enrollment.

Learning Materials

Instructional Materials

As part of the overall tuition, each student will be given the *Dental Assisting: A Comprehensive Approach 7th Edition* by Donna J. Phinney and Judy H. Halstead as our lecture material and SIMTICS Dental Assisting to prepare for clinical exams.

Equipment and Teaching Devices/Student Services

This program is a hybrid program, meaning the lecture part is done virtually at the students' convenience and the lab will be done in person. The student must have a computer, tablet or phone available to receive and watch lecture materials. SIMTICS is available on a mobile device using Google Chrome only. We will be utilizing the dental office as our classroom by practicing technical skills in each of the fully equipped operatories. This includes the air/water syringe and hand piece unit, patient chair, overhead light and supplies. We will also be using the sterilization room including the autoclave and ultrasonic, the lab and newest technology including the iTero scanner and 3D x-ray/panorex. Each student will also be provided a typodont to practice placing ties on brackets. We will use the waiting area as our classroom and will watch a variety of short films to demonstrate certain procedures, such as root canals and sterilization. For the lecture portion, each student will need a reliable source of internet, either using a phone, computer or tablet to access all lecture videos. This is accessible through Cisco Webex. All links and passwords will be given to the student once he or she begins class.

Distance Education Technology Requirements

Students are not required to download the Cisco Webex Application on their phone, tablet or computer in order to access the videos. A trusted device and internet access is all that is needed to access the videos. If a student would like to download the Cisco Webex application, please see this link for necessary system requirements: <https://help.webex.com/en-us/article/fz1e4b/System-requirements-for-Webex-services>.

Tuition and Fees

Total for the Program: 60 hours (30 hours of lecture, 30 hours of laboratory)

Expected Program Length: 10 weeks

Program Schedule: 10 Saturdays, 3-hour blocks, each block 9:00 a.m. to 12:00 p.m. lecture done during the week.

Program Cost: \$3,790.00

Breakout:

Registration Fee (non-refundable after 5 business days from signing).....	\$125.00
Textbook	\$90.00
DANB RHS Exam Study Bundle.....	\$140.00
Tuition and materials.....	\$3,435.00
TOTAL.....	\$3,790.00

We do not accept institutional scholarship award plans. Dental Assistant Academy is partnered with WIOA through ARIZONA@WORK. All students are able to apply, but funding is based on specific criteria within each County and does not guarantee full tuition coverage.

Payment Options

OPTION #1

- \$125.00 due with registration form
- \$3,160.00 **due before the start of class on the first day**
- TOTAL \$3,790**

OPTION #2

- \$125.00 due with registration form
- 5 X \$793.00 biweekly payments **due on or before the start of the last session**
- TOTAL \$4,090.00**

OPTION #3

- \$125.00 due with registration form
- \$1,000 down due with registration form
- 5 X \$593.00 biweekly payments **due on or before the start of the last session**
- TOTAL \$4,090.00**

Autodraft Payment Schedule

- Payment 1: Due the Monday before Class 1**
- Payment 2: Due the Monday before Class 3**
- Payment 3: Due the Monday before Class 5**
- Payment 4: Due the Monday before Class 7**
- Payment 5: Due the Monday before Class 9**

We accept checks, all major credit cards, and automatic withdrawal.

Make Check payable to:

Union Centre Institute
Mail to: 4845 Rialto Rd. Suite A West Chester, OH 45069

Other Fees

Each student is eligible to take the DANB radiology exam after graduation. This is NOT included in the overall price of the program. It is the student's responsibility to apply and pay for this exam. You will be provided with the appropriate information during your course in order to prepare for the DANB RHS exam. You will be given a link to a study bundle through the DALE foundation. The DALE foundation helps students prepare for DANB national exams. After successful completion of this exam, he or she will obtain a radiology certification. Criminal convictions may affect a student's ability to be certified. This information can be found at https://danbsfprodassets.azureedge.net/assets/docs/default-source/candidate-handbooks/candidate-handbook.pdf?sfvrsn=61cda93e_7.

We do not provide a uniform to our students. Scrubs are required during all classroom and lab time. Please choose neutral colors (black, grey) when buying scrubs. The average price for scrubs is \$25 and can be purchased on Amazon, Walmart and other large stores.

Please note that our course allows students the opportunity to gain employment by learning the basics of the dental field and by earning a certificate of completion recognized in the dental field to begin work. We are not accredited by the Commission on Dental Accreditation (CODA). In order for students to sit for the DANB (Dental Assistant National Board) CDA exam, they must follow Pathway 2 which requires a minimum of 3,500 hours dental assisting work accrued over a period of at least two years and a maximum of four years. Dental Assistant Academy is partnered with the American Medical Technologists for our students to take the RDA nationally recognized exam. There is a separate cost for this. You will be provided with the appropriate information during your course.

Since a state license is required, criminal convictions may affect a student's ability to be licensed and certified.

Radiology Exam and Study Bundle

When a student registers for our program and does not withdraw prior to the start date, he or she will be given a link and code for an online DALE RHS prep bundle that is \$130 as part of the overall cost of the program. This will be used throughout the course according to the syllabus as part of the overall clock hours. When a student registers for the program and is sent the first week of lecture material, this fee is non-refundable. <https://www.dalefoundation.org>

According to DANB, "To legally operate dental X-ray equipment and perform dental radiographic procedures in Pennsylvania under the direct supervision of a licensed dentist, a dental assistant must pass the national DANB [Radiation Health and Safety \(RHS\) exam](#). Evidence of having passed the required exam** should be retained by the dental assistant and the licensed dentist as evidence of the individual's

authority to perform radiologic procedures.”

<https://www.danb.org/state-requirements/pennsylvania-radiography>

It is the student’s responsibility to pay, register and complete this exam in order to have this certification to work in the dental field. This certification is provided by a third-party organization and is only certified by DANB. After completion of the online study guide and 10-week course, the student is able to sit for the DANB exam at a testing facility. This is done by completing a form and mailing it in. All information for this will be given throughout the course. A link to more information about how to register for this exam is here:

https://danbsfprodassets.azureedge.net/assets/docs/default-source/national-application-packets/rhs-application-packet.pdf?sfvrsn=2c4e815e_6

Dental Assistant Academy will NOT pay for this exam. According to DANB, there is no limit on how many times a student may take this exam. If a student passes the exam, he or she will earn a certificate for radiology. If a student fails the exam, he or she can pay out of pocket to take this again. Students have the option of taking the exam at a testing facility or online using a proctored system. Once the student submits the application paperwork, he or she will be notified via email within 60 days from DANB with a link to schedule your exam at a test center. He or she will have 60 days from the time the application is approved to schedule and take the exam. It is the student’s responsibility to schedule this exam. If the window to schedule is missed, Dental Assistant Academy is not responsible to pay for a resubmission of this application.

REFUND POLICY to Comply with R4-39-404

CANCELLATION AND REFUND POLICY:

Rejection: An applicant rejected by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (*minus a administrative/registration fee not to exceed \$125*).

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - a. A student choosing to withdraw from the school after the commencement of classes are to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
 - b. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
 - c. All refunds will be issued within 30 days of the determination of the withdrawal date.

2. Tuition charges/refunds:

a. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (*less the registration fee, not to exceed \$125, if applicable*)

3. After the commencement of classes, the tuition refund (*less the registration fee, not to exceed \$125*) amount shall be determined as follows:

% of the clock hours attempted:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Books, supplies and fees: All fees are non-refundable after 50% of the clock hours are attempted. All textbook and supplies are not to be returned.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog).

Academic Information and Standards of Progress

Syllabus

On the first day of class students receive a copy of the program syllabi and program outlines.

Registration

Each student must first fill out an enrollment agreement and pay the signing fee before being admitted. If a student does not pay his or her tuition by the second class or by making separate financial arrangements in writing with the instructor, he or she will also be considered dropped from the class.

Attendance Policies

Absence: Students are to attend all listed hours of program instruction. The classroom teacher maintains the attendance roster which is kept at the school at all times. Attendance is taken at the beginning of class. Each student is allowed to miss three classes. After three classes are missed, those missed classes must be made up by making arrangements with the teacher or school director. There is no attendance probation. Should there be extraordinary circumstances, students are requested to speak with your school director who may arrange ways to make up the sections that were missed. If a student is absent three times consecutively without notifying the school, the student will be considered dropped. If a student does not

pay his or her tuition by the second class or by making separate financial arrangements in writing with the instructor, he or she will also be considered dropped from the class. The school will contact the student in writing and formally advise the student of this status. He or she will not graduate and receive his or her certificate of completion.

Lateness or cutting classes/Makeup Work: Late arrival to or early departure is to be understood, but consecutively will be treated as an absence from that class. Missed classes are to be made up by conferring with the instructor.

Student Progress Evaluation

Please note: Students will not be given credit for previous education, training or experience. Students are given two quizzes, two tests, two clinical evaluations and a radiology exam. Students will be given the topics as to what to expect on these quizzes. They will cover material addressed the previous week and will contain questions ranging from multiple choice, fill in the blank, and matching. Each quiz is out of 50, each test is out of 100, DALE RHS radiology exam study package is out of 100 and evaluations have their own point value. There is no academic probationary period. Ways to improve a student's grade will be determined with the school director.

Satisfactory Academic Progress:

Students must maintain an 70% grade point average. Those who do not will be placed on probation for 30 days. During the probation period students must raise their grade average to passing or higher. The student may be terminated if grades are not satisfactory at the end of the probationary period. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

Re-enrollment/Leave of Absence

With a 10-week course, and only 3 classes that can be missed/made-up, there is no LOA policy, but we understand students may have to suspend their training due to extenuating circumstances. Should this occur the student may request re-admission from the school for a future date. If satisfactory arrangements have been made, no additional tuition is charged. All training must be completed within a twelve-month period from the original start date.

Grading

A minimum average grade of a C (525 points minimum) is required to satisfactorily complete the program. Final GPA is calculated as follows:

Exams 1 and 2: points earned out of 100

Quizzes 1 and 2: points earned out of 50

Clinical evaluations 1 and 2: points earned out of 168

DALE RHS: points earned out of 100

Class attendance: Each lab is worth 10 points

Total points: 668

625-668 A 575-624 B 525-574 C 475-524 D Below 475 F

Graduation Requirements

*** Lab work is graded on a Pass/Fail basis.*

Students will receive a Certificate of Completion for Dental Assisting and for Radiology (if passed) upon satisfactory completion of all program requirements. Students must:

- receive a minimum passing grade average of C (525 points minimum)
- achieve a “Pass” on all but three lab work
- Attend all clock hours of the program with all missed hours made up with the instructor
- have no outstanding balances owed to the school.

Records

Student records, including grades and attendance, maintained by the school are available upon written request. No records will be made available to employers, prospective employers, or other schools unless a written request has been made. Student records are securely maintained permanently by the school. All records are maintained with the same security and confidence as patients’ dental records. A set of records will be maintained by the corporate offices for as long as the school exists.

Rules of Conduct

It is expected that students will conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. Dental Assistant Academy reserves the right to terminate a student on any of the following grounds.

- Not complying with rules and regulations
- Failure to pay fees when due
- Falsifying records
- Unprofessional conduct i.e. smoking during class, showing disrespect to classmates and instructors, not participating in class.

Students are expected to purchase their own scrubs, which they are expected to wear during each lab class session. This must be either navy blue, gray or black. Students are expected to wear gloves, masks, and protective glasses that are provided for all sessions.

Drug free school and workplace

DAA has a zero tolerance for drugs and alcohol. No student, instructor, or employee may be on school premises under the influence of any substance. As a drug-free and alcohol-free environment, individuals suspected to be under the influence may be subject to immediate dismissal/ removal.

No smoking

There is no smoking within any place in the dental office or training rooms. Smokers may smoke outside during a break.

Dress

Students must wear neutral-colored scrubs and a long t-shirt underneath or dental assisting jacket. All students must also wear tennis shoes or some kind of closed toe shoe.

Cancellation and Settlement Policy

An enrollment agreement may be canceled within three calendar days after the date of signing not including Saturday, Sunday or federal holidays provided the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition paid and refundable fees pursuant to the enrollment agreement and the refund shall be made no later than thirty days after cancellation. This provision shall not apply where a student has already started classes.

ARIZONA Complaint or Grievance Procedure in agreement with Arizona Administrative Code

Complaint or Grievance Procedure

All student complaints should first be directed to school personnel involved no later than 30 days after graduation of the program. If no resolution is forthcoming, a written complaint shall be submitted to the director or instructor appointed of the school. The school personnel shall review this complaint and respond to the student within 10 business days.

Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may file a complaint with the Arizona State Board for Private Post- Secondary Education. The student must Contact the State Board for further details.

The State Board address is: 1740 W. Adams Street, #3008 Phoenix, AZ 85007. Phone: 602/542-5709

Website: <http://ppse.az.gov>

Board of Directors:

Kevin J Ison: DMD, MS, dean, co-founder of Dental Assistant Academy LLC, 100% owner of Dental Assistant Academy Arizona location.

Kaitlin Dougherty: program director, co-founder of Dental Assistant Academy LLC, dental assistant with specialty training from a licensed program, x-ray certified. Kaitlin received her Bachelor's in English from Miami University with a focus in Pre-Dental, Chemistry and Life Processes and Creative Writing. She has been directing this program for 6 years.

Joanna Sturges: Head instructor of the Goodyear, Arizona location. Joanna completed and graduated an accredited dental assisting program and has 10 years experience in the dental field as well as a focus on orthodontics. Joanna has been teaching for DAA for one year.