



# HANDS ON

Dental Assistant Training

Hands On Dental Assistant Training, LLC 2783

NC HIGHWAY

68 SOUTH SUITE 117

HIGHPOINT, NC 27265

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## Student Catalog

Volume 3 – January 2021

Dental Assistant Training Program

# Table of Contents

## Table of Contents

History	3
Facility	3
Staff	4
Admissions	4
Learning Outcomes	4
Program Format	5
Schedule	6
Calendar	6
Tuitions and Fees	8
Refund Policy	8
Required Materials:	9
Curriculum	9
Attendance/Participation Policies	13
Academic Progress	14
Readmission	14
Grading	14
Graduation	15
Records/Transcripts	15
Changes Made by School	15
Drug/Alcohol Policy	16
Student Services	16
Student Rights and Responsibilities	17
Grievances	18
Evaluations	18

## HISTORY

Hands on Dental Assistant Training, LLC (hereafter “Hands On” or the “School”) offers a dental

assistant training program that is 8 weeks. The courses are designed to turn students into well-trained, entry-level dental assistants. We are approved by DANB (Dental Assisting National Board). Students will receive a certificate of completion of 119 clock hours training.

Hands on Dental Assistant Training, LLC is owned and operated by Fatima Oglesby-Morris. Fatima began her career path in the dental field as a volunteer dental assistant at St. Elizabeth Hospital in Washington DC, after working as a dental assistant in every aspect of the dental specialty, Fatima continued her education at Howard University to become a dental hygienist, which she enjoyed for 27 years. As a dental hygienist she observed that dental assistants needed more hands-on training and continuing education classes to help them become a more productive and professional dental assistant in the dental office. Fatima had a vision that led her to develop and create Hands on Dental Assistant Training, LLC.

Fatima is a firm believer that there is no “I” in team and that it is truly teamwork that makes a dental office team work efficiently. Fatima’s vision for the public is to have access to dental treatment and to be educated about their oral health. Fatima wants Dental Assistants to be part of her vision by training dental assistants to educate the public community about how to obtain optimal oral health. Fatima is the 3<sup>rd</sup> District Trustee of the American Dental Assistants Association and a past Vice President of the Maryland Dental Hygienist’s Association.

## Facility

Hands on Dental Assistant Training, LLC. Is located at 2783 NC Highway 68 South, Suite 117 Highpoint, NC 27265 is where we will train you to become a dental assistant in the basic subject areas of dental assisting, which include using the treatment rooms, laboratory, x-ray equipment, and office area.

Classes are held in an environment that simulates a modern, state-of-the-art dental office. Each student receives all disposable equipment and supplies needed to perform tasks. Five students work in the lab room to get hands on training using the dental equipment. Each student has the opportunity to use the dental tools.

Instructors will utilize the following to aid students learning: fully equipped dental treatment rooms, audiovisual aids, dental lab study exercises, office area including computer, photocopy machine, fax, multiple phone lines, x-ray machines, and an autoclave.

## Staff

Owner/CEO Fatima Oglesby-Morris, DA, RDH

[handsondatnc@gmail.com](mailto:handsondatnc@gmail.com)

Director/Instructor Tonya Davis, DA

TD@handsondat.com

Director of Admissions Fatima Oglesby-Morris, DA, RDH

Externship Coordinator

Jess Deinlein

Instructors/Email Address:

Fatima Oglesby-Morris, DA, RDH	<a href="mailto:handsondat@gmail.com">handsondat@gmail.com</a>
Tonya Davis	<a href="mailto:tdavis2466@yahoo.com">tdavis2466@yahoo.com</a>
Jess Deinlein	<a href="mailto:jess@handsondat.com">jess@handsondat.com</a>

## Admissions

Applicants must:

- Be 18 years of age or older
- Have a high school diploma (or GED)
- a U.S. citizen or possess a work Visa that allows the student to reside and work in the United States

Applicants will be notified by phone or email of the school's decision regarding their admission status.

## Learning Outcomes

Upon successful completion of this program, students will be able to:

- analyze and discuss major areas in the dental field and procedures performed
- demonstrate proper set up/cleaning and sterilization procedures, along with all infection control standards for eliminating cross contamination
- evaluate and discuss radiographs and proper techniques for utilizing radiation equipment
- identify proper names, use and function of dental instruments and equipment used in a dental office
- demonstrate appropriate knowledge and understanding of the dental care team's role in the health-care industry, including quality improvement processes that may be used to monitor the dental health team's ability to fulfill its responsibilities within a given healthcare system
- demonstrate a thorough knowledge and understanding of the duties and responsibilities of the certified dental assistant, including standards of ethics and jurisprudence governing the dental practice
- recognize and use pharmaceutical-medical terms, abbreviations, and symbols commonly used in the prescribing, dispensing, and charting of medications in the dental office
- systematically collect and document diagnostic data in a dental office
- demonstrate the ability to perform various clinical supportive skills needed in a dental office

## Program Format

This program is an in-class program in which students are required to meet on campus every week for 8 weeks. These face-to-face sessions allow students to learn theory as well as have authentic “hands on” experience with their instructors and peers in a simulated dental office environment. Training is offered on 8 Saturdays for 9 hours each day (8.5 classroom hours). The maximum student to instructor ratio for this program is 5:1 for classroom and for laboratory. This gives the student hands-on experience in all areas of dental assisting using the treatment rooms, laboratory, x-ray equipment, and office area. Each session is divided into lecture and lab. During the lecture portion the student views slides or PowerPoint presentations presented by an instructor. There is time for questions, answers, and review. The second part of the class focuses on learning and practicing skills utilizing office treatment rooms, labs, and equipment. Students are completing homework during the week to coincide with the learning objectives for our in class training.

Our entry level assistant program offered is customized into an 8- week program which covers professionalism, instrumentation, dental terminology, lab equipment, dental procedures, infection control, radiology, anatomy, and the dental team. Each session is divided into lecture and lab. The instructor will lecture the student and show dental assistant video slides. There is time for questions, answers, and review. The second part of the class focuses on learning and practicing skills utilizing office treatment rooms, labs, and equipment.

## Externship

Each student, as a requirement of graduation, will participate in 50 hours of externship. The externship may begin no sooner than after passing the first 2 exams. Exams are given weekly, so by the end of week 2. All externship hours must be completed by the last scheduled class. The student will be provided with the contact information of any dental office(s) that is participating in the externship. The student will schedule their extern hours at a time that is mutually convenient for the dental office and themselves. The externship will allow the student to test the skills and abilities that should have been acquired during approximately the first half of their instructional segment of the Hands-On Dental Assistant Training curriculum. Upon completion of the externship, the student will submit a timesheet, signed by the dental office, to Hands-On Dental Assistant Training to verify the required hours have been completed. The dental practice will also complete an evaluation of the student's progress. This evaluation will document the level of performance experienced by the dentist of the student during the externship. The externship will be evaluated and graded on a pass/fail basis. A passing grade on the externship is a requirement of graduation.

### List of Responsibilities for Assisting in Externship Requirements

- Preliminary examination of patients
- Four-handed dentistry techniques
- Using and handling of dental materials

\* Process and procedures for the laboratory

\* Performing and assisting with intraoral procedures

- \* Taking and recording patient vital signs
- \* Using diagnostic aids (radiographs and impressions for study models)
- \* Providing oral patient health
- \* Managing patients
- \* Charting teeth/completing treatment documentation

## Schedule

Traditional class sessions on campus will meet on Saturdays. Please view the table below for the detailed schedule. It is the students' responsibility to understand and keep track of the schedule and the time commitment.

Sessions	Schedule	
Face to Face (On campus)		
1 through 4	Saturday, 8am-5pm	30 min. lunch
5 through 8	Saturday, 8am-5pm	30 min. lunch

## Calendar

- Open house for the 4th of January will be December 28, 2019 (mandatory) Students will receive 3 clock hours for attending. Students are expected to bring Week 1 homework completed.
  - First eight week course begins January 4 - February 22, 2020
  - Open house for following session is February 23, 2020
  - 2nd session of courses begins February 29 - April 18, 2020
  - Open house for third session is April 19, 2020
  - 3rd Session of courses begins April 25 - June 13, 2020
  - Open house for fourth session is June 14, 2020
  - 4th Session is June 20 - Aug 8, 2020
- 6
- Summer Break Aug. 9 - Aug, 22, 2020
  - Open house is August 23, 2020
  - 5th session Aug. 19 - Oct. 17, 2020
  - Open house for 6th session Oct. 18, 2020
  - Sixth session of courses Oct. 24 - Dec. 12, 2020
  - Holiday break Dec. 15 - Jan 2, 2021

# 2020

JANUARY						
S	M	T	W	T	F	S
			1	2	3	4
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FEBRUARY						
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MARCH						
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29	30	31				

APRIL						
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MAY						
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31						

JUNE						
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JULY						
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AUGUST						
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30	31					

SEPTEMBER						
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OCTOBER						
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NOVEMBER						
S	M	T	W	T	F	S
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29	30					

DECEMBER						
S	M	T	W	T	F	S
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27	28	29	30	31		

7

[Refund Policy](#)

### ❖ **Tuition Refund Policy:**

If the student is not accepted into the training program, all monies paid by the student EXCEPT \$100 application fee shall be refunded. Refunds for books, supplies, and consumable fees shall be made. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established below.

- ❖ Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule:
  - **Tuition Reimbursement Scale or Schedule**

### ❖ **Cancellation Policy Refund and Settlement Policy:**

1. If the school closes or discontinues the program, the school shall refund to each currently enrolled student monies paid by the student for tuition and fees and monies for which the student is liable for tuition and fees.
2. All fees paid by a student shall be refunded if the student chooses not to enroll in or to withdraw from a school within 7 calendar days after having signed a contract.
3. If the student chooses not to enroll after the 7-day cancellation period but before the first day of instruction, the school may retain the enrollment fee.
4. If, after the 7-day cancellation period expires, a student withdraws after instruction begins, refunds shall be based on the total contract price for the course or program and shall include all fees, except the enrollment fee and any charges for materials, supplies, or books which have been purchased by, and are the property of, the student. The minimum refund that a school shall pay a student who withdraws or is terminated after the 7-day cancellation period has expired and after instruction has begun, is as follows:

If a student withdraws before the first day of school, they will receive a refund at 100%

If the school cancels the class, students will receive a refund of 100%

If the student withdraws within the first 25% of the period of enrollment, student will receive 75% refund



1. The date of withdrawal or termination is the last date of attendance by the student. A refund due a student shall be based on the date of withdrawal or termination and paid within 60 days from the date of withdrawal or termination.

## Required Materials:

### Textbook:

*Modern Dental Assisting* (12<sup>th</sup> Edition) Bird Robinson, Workbook and Instrument book. Please visit our website at [www.handsondat.com](http://www.handsondat.com) for direct link to [valorebooks.com](http://valorebooks.com). If you cannot afford the books, there are rental options through [Chegg.com](http://Chegg.com) or contact us at [handsondat@gmail.com](mailto:handsondat@gmail.com). Books are approximately \$200.00 per set.

### Clothing

Students must come to class with either black or purple scrubs. Scrubs can be purchased at Walmart or Uniform City relatively cheaply. Approximately cost \$25.00 per set. Students must also wear closed-toe shoes. No high heels are permitted. Students are not permitted to wear excessive jewelry and if they have long hair, it must be pulled back. This is for safety precautions.

The school provides each student with dental assistant name tags ("IDs") and models of their dentition at no additional cost. If lost, replacement fee will be \$5.00.

## Tuition

The cost of the program is \$2997.00. This includes lab materials, access to all equipment in the facility. The cost does not include books or scrubs.

## Curriculum

Our Dental Lectures are broken down into 8 modules DA 101- 108 Lecture and DA 101-108 Labs that are designed to relate to the daily lectures.

### **DA 101 Introduction to the Profession (Lec)**

Dentistry as a profession and the responsibilities of the dental health team, which includes the dentist, hygienist, dental assistant, front office personnel and the back- office personnel.

### **DA 102 Ethical and Legal Issues (Lec)**

A discussion of the ethics in dentistry and the various governmental agencies entrusted with the regulations of the dental profession to ensure and protect the public from incompetent and unethical procedures. Topics include licensure procedures and credentialing of the dental team.

### **DA 103 Composition of Teeth and Dental Terminology & Tissues Surrounding the teeth. (Lec)**

Mastering the parts of the tooth. Topics include cervix, apex, dental pulp, tissues of the teeth such as enamel, dentin and cementum. Also, includes discussion of anatomical landmarks of the tooth and dental terminology. Tissues supporting the human teeth. Topics include the alveolar process, the periodontal ligament and the gingival (gums), which are collectively known as the periodontium

Bones of the Head, Muscles of the Head and Neck, Temporomandibular Joint (TMJ) and Paranasal Sinuses

Basic anatomy and physiology of the human skull topics include the cranium and the bones of the face. Muscles of the head and neck and the temporomandibular joint that connects the maxillary and the mandibular jaws. Topic also includes paranasal sinuses, which are the air cavities in the bones above each side of the nasal cavities.

### **DA 104 Dental Radiology (Lec)**

X-Ray techniques, emphasis on taking a full mouth series of x-rays, developing and mounting radiographs

### **DA 105 Pediatric Dentistry, Dental Materials (Lec)**

Specialty limited to the dental care of children. Topics include informed consent from guardians prior to treatment, behavioral management, material used in dentistry topics include cavity varnishes and liners, dental cements, surgical, periodontal dressing, glass ionomer cements, composites, pit and fissure sealants and dental amalgams.

### **DA 106 Oral Cavity, Salivary Glands and Immune System, Oral Pathology (Lec)**

Students will gain perspective of disease and prevention as well as infection control and oral pathology, the cavity of the mouth and salivary glands, which are located outside the oral cavity.

Topics include discussion of infectious diseases that can be transmitted from the patient in a dental environment. Study of the nature of diseases that affect oral structures and regions nearby. Topics include discussions on how to distinguish normal from abnormal conditions in the oral cavity.

#### **DA 107 Removal Prosthodontics, Fixed Prosthodontics (Lec)**

Removable Prosthodontics replaces missing teeth. Topics include component parts of both the partial and complete RPD's and the various steps necessary during replacement appointment. Complete restorations, or the replacement of one or more teeth in a dental arch. Topics include the different types of fixed prosthodontics restorations.

#### **DA 108 Endodontics and Root Canal Therapy (Lec)**

Root Canal Therapy, Topical and Local Anesthesia, Orthodontics, Periodontics/Dental Hygienist assistant. Topic for root canal therapy are endodontic instruments and materials. Topic for local anesthesia are how to apply topical anesthesia and the different types of anesthesia dentist give to patient to prevent pain during treatment procedures. Orthodontics topics include the prevention and correction of teeth and oral deviations use of retainer, brackets, and ortho appliance. Periodontal disease prevention and treatment of periodontal diseases, which are the most common of tooth loss, assisting the dentist/ dental hygienist with periodontal charting and patient education.

#### **DA 101 Dental Operatory Equipment (Lab)**

The different components of the dental operatory and dental chair. Topics include the operation of the dental chair and the various associated instruments. Each student will be asked to operate the chair and various instruments until they are completely familiar with the procedures. The goals of infection control are discussed together with Occupational Safety and Health Administration (OSHA) requirements and standards. Students are taught and asked to use the various Personal Protective Equipment (gown mask, eyewear/face shield and examination gloves) required in the dental clinic.

#### **DA 102 Setting up and Breaking down operatories and Infection Control (Lab)**

Performed by the dental assistant prior to seating a patient in the operatory. A standard routine must be established according to the dentist and the appropriate regulatory agencies. Students are taught to follow the Centers for Disease Control (CDC) Guidelines in effective infection control. Topics include the various procedures required to be accomplished following dental treatment. Students are asked to demonstrate the correct routine for breaking down and clean-up of operatories following dental treatment.

#### **DA 103 Suction and Sterilization (Lab)**

Students will learn different methods of moisture control, emphasizing suctioning. Students will be asked to practice placement of the tip of the High- Volume Evacuators with reference to each quadrant.

Students will learn how to properly sterilize instruments, including packing instruments. Students will package and sterilize instruments via cold sterilization and the autoclave

### **DA 104 Radiology (Lab)**

Radiography Basics and X-Ray Procedures Basic X-Ray techniques

Emphasis on taking a full mouth series of x-rays, Students are taught how to take x-rays, developing and mounting radiographs.

### **DA 105 Dental Instruments and Charting (Lab)**

Topics include a study of the various dental instruments, how they are organized instruments to the tasks they are to perform on patients and master different procedures tray set-up. Charting patient treatment plan.

### **DA 106 Professional Documentation and Note Taking (Lab)**

Documenting the present dental conditions of the patient and the dental services to be rendered, this serves as a legal record of the patient. The students are taught and have to prepare a dental chart using appropriate symbols and abbreviations.

### **DA 107 Dental Specialties and procedures/material (Lab)**

An overview of the steps involved in the fabrication and installation of complete and partial dentures. Students will practice putting tray set-ups together for each stage of removable and prosthodontic fabrication and delivery. Students will learn an overview of the preparation of a full cast, porcelain fused to metal crown or all porcelain crowns. Students learn the proper techniques for pouring impression materials. An overview of endodontics (root canal) procedures and the various materials and instruments used. Students are asked to practice identifying the materials and instruments used in the root canal procedure. Proper use of anesthesia in the dental practice. Topics include the various types of anesthesia and the instruments and techniques used in administering them. Students are asked to practice loading the syringes, proper passing techniques and safe recapping techniques. A clinical video is shown during this session. Sealants and Bleaching techniques/restorative procedures, newly erupted and caries free teeth benefit from sealants. Students learn how to apply sealants and bleaching techniques. Students will learn the procedures for amalgam and composite restorations, including instrument recognition, manipulation of materials and proper set-up.

### **DA 108 Periodontal Treatment Procedures and Oral Surgery Procedures (Lab) 12**

Topics include the various steps and instruments used. Students are taught the various periodontal instrumentation and practice techniques in passing instruments. Students are taught how to set up the cavitron ultrasonic scaler/Piezo Scaler.

A study of dental implants and dental extraction. Students are taught the different instruments and how they are used and passed over a patient. A clinical video of both oral surgical procedures is shown to the students during this session.

## **CPR 101 Cardiopulmonary Resuscitation**

Students will learn CPR and life saving techniques and first aid prevention skills.

## **Externship 101**

Students will complete a total of 52 hours of externship under the supervision of a licensed Dentist. Agreements are already established at local dental offices. If a student choose to find their own dental office to complete the externship hours it has o be approved by the school director.

### *Lateness or missing classes/Makeup Work*

Students should report to class on time. Consistently lateness to class may result in a conference with the Instructor. Students are responsible for making up all missed work, including labs, homework, and projects. Missed classes and/or labs are to be made up by communicating with the instructor. Classes may be made up by (1) arranging a time with your director or instructor to make up a missed class (2) private tutoring by an instructor is no charge for makeup work. Make-up work must be completed within 1 week of missed class. This should be arranged between the student and Instructor.

### Academic Progress

A grade of 75% or high is required to successfully complete the program

Satisfactory is 75% or higher Passing ("P") under 75% IS Unsatisfactory ("F")

Final GPA is calculated as follows:

The Average of the 8 general quizzes =  $\frac{1}{3}$

Mid-term =  $\frac{1}{3}$  \*\* Lab work is graded on a Pass/Fail basis.

Final Exam =  $\frac{1}{3}$

After each **quiz** (total of 8) is graded the student will be advised by the instructor of attainment of satisfactory/unsatisfactory progress in the program. The student will be given a written "Student Progress Report", a copy of which will be placed in the student permanent file. Exams/Quizzes are given each class with the Final Exam given on the last scheduled day of class.

If the student is not able to raise the grade point average above 75% after taking the 4th quiz in sequence, s/he will be requested to withdraw.

Students are strongly encouraged to take quizzes as scheduled. However, in the event that a quiz is missed, the student is required to notify the instructor BEFORE the quiz and give the reason for the absence. A makeup quiz may be scheduled at the discretion of the instructor. The make-up quiz must be taken within one week after the original examination. Students are responsible for contacting the Instructor when a quiz is missed to reschedule.

The final examination must be taken on the specified date. However, we understand emergencies do occur. In order to make up the Final Exam, students must have documentation on the emergency (i.e. – Doctor's Note) and will be permitted to make it up. It is the student's responsibility to obtain all missed material and make-up any missed daily (lab) work.

If a student fails a unit quiz , he/she is expected to make an appointment within one week after the quiz was given with the course instructor. At that time, the student will review the

## Re-admission

The student may re-enroll or re-enter at another time if arrangements have been made with the school director at the time the student leaves. Re-admission is given when there is a vacancy in the class and room for admittance. Re-admission will mean filling out a new enrollment agreement and beginning all over again. Tuition charges will apply.

### *Readmission due to Leave of Absence*

We recognize that emergencies occur. However, because the program is eight weeks, there is no leave of absence. If a student cannot complete the program, they may be able to re-enroll at a later date. Tuition fees would apply.

## Grading

All class assignments and homework assignments are graded according to the following grading scale:

Excellent	94% – 100%
Good	84% – 93%
Fair	75% – 83%
Poor	0% -74%

All lab work assignments are graded on a Pass/Fail ("P" or "F") basis.

Students must obtain a minimum average grade of 75% and pass ("P") all lab assignments in order to satisfactorily complete the training program.

examination and, with the assistance of the instructor, identify strategies to improve examination performance.

Exams will be given on scheduled dates (refer to course calendar). Dates are subject to change upon instructor's discretion.

## Graduation

Students will receive a Certificate of Achievement upon satisfactory completion of all assignments – classwork and homework, projects, and quizzes. In order to graduate, students must:

- Complete all homework and class assignments with a cumulative average of 75% or higher
- Complete all lab assignments with a grade of Pass "P"
- Complete the 50-clock hour externship with a Pass "P".
- Have a minimum of 90% attendance
- Pay all tuition and fees in full

## Records/Transcripts

Student records are maintained permanently by the school in a fireproof safe. Computer records are electronically backed up regularly. All records are maintained with the same security and confidence as patients' dental records. A set of records is maintained on the school campus.

Students have the right to inspect their records and are entitled to a copy if there are no outstanding obligations. Students must submit a request in writing to [handsondat@gmail.com](mailto:handsondat@gmail.com) in order to receive a copy of their records and pay a \$15 transcript fee.

## Changes Made by School

If the school cancels or changes a program of study or location in such a way that the student who has started is unable to complete training, arrangements will be made in a timely manner to accommodate the needs of each student enrolled in the program who is affected by the cancellation or change. If the school is unable to make alternative arrangements that are satisfactory to both parties, the school will refund all money paid by the student less the \$100 registration fee.

## Drug/Alcohol/Smoking Policy

Hands-On Dental Assistant Training, LLC. has a zero-tolerance policy for alcohol and drugs on campus. No student shall come to class intoxicated or under the influence of any illegal substances.

Hands-On Dental Assistant Training, LLC. is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic objectives. We are committed to helping promote and encourage healthy lifestyles for our students.

If an instructor suspects a student is using drugs and/or alcohol the student will be dismissed and removed from the school.

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

## Sexual harassment



Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature between and/or among students and/or staff. Sexual harassment or harassment because of age, race, color, religion, national origin, or disability, will not be tolerated.

## Student Services

### **Parking**

We value our students and want to make sure they are always in a safe learning environment. The parking lot is small but lit up. Always make sure you leave together and stay alert. In the event of an emergency or that you suspect something suspicious, please call 911.

### **Academic Support**

Any student who feels like s/he needs extra help should contact Fatima at [handsondat@gmail.com](mailto:handsondat@gmail.com), and an appointment will be scheduled.

### **Equipment**

We use state of the art dental equipment in the School. Conventional radiology equipment, dental chairs, dental tools, and dental materials use to teach students how to mix dental cements and how to preform dental impressions of teeth.

### **Job Placement**

Although we cannot guarantee 100% job placement upon successful completion of the program, we can confidently state that there is a job market for dental assistants. We offer resume building services to our students and mock interviews so they are well prepared for a dental career.

### **Other**

A restroom and break room (with a microwave and refrigerator) are available.

## Student Rights and Responsibilities

Students have the right to view their grades at any given time as well as their records.

Students will receive a student ID when registering. They are required to wear that ID with their scrubs to all classes and their externship. There is a \$10.00 replacement fee for lost or stolen IDs.

It is the responsibility of the student to communicate with the Instructor or Director if s/he is experiencing difficulty with the aspects of the program.

### **Code of Conduct**

At Hands-On Dental Assistant Training, LLC., we believe that students and staff should always conduct themselves in a professional manner. This means coming to class with required materials, wearing scrubs, having one's hair pulled back (if applicable), and refraining from being under the influence of alcohol and/or illegal drugs while in the learning environment. Students are expected to purchase their scrubs and wear their scrubs during each class session. Students are expected to wear gloves, masks, and protective glasses that are provided for all sessions.

School administration reserves the right to terminate a student on any of the following grounds:

- Not complying with rules and regulations
- Unprofessional conduct.
- Unsatisfactory academic progress
- Excessive absence or lateness
- Failure to pay fees when due
- Cheating
- Falsifying records
- Breach of enrollment agreement
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind including intimidation and discrimination
- Entering school site while under the influence of alcohol, drugs, or narcotics of any kind.

## Performance Data

Students and prospective students may obtain information regarding the performance of each approved program. This includes but is not limited to information regarding each program's enrollment, completion rate, placement rate, and (if applicable) pass rate of graduates on any licensure examination. See the state catalog supplements for details.

For any student who is interested in accessing performance data, please contact the

Office of Proprietary Schools

200 West Jones Street

Raleigh, NC 27603

919-807-7061

## Grievances

Students are expected to address any disagreements or conflict directly with the individual involved in person with a written document outlining the complaint and communication. After this, if there is no satisfactory resolution, the student may set an appointment by phone to see the school director. All communications regarding the complaint must be in writing and all meetings and communications will be documented in the student file. Every attempt at a satisfactory resolution will be made. If the complaint cannot be resolved after exhausting the institution's grievance procedure, or the student believes the problem has still not satisfactorily been resolved, then s/he may contact:

Office of Proprietary Schools

200 West Jones Street

Raleigh, NC 27603

919-807-7061

## Evaluations

We care about our students and want to ensure they are getting the highest quality education. In order to make sure of this, students are asked to fill out a course evaluation at the end of their course to get feedback and to make sure they feel they are getting the education they deserve. The evaluations are anonymous and taken very seriously. We make sure our instructors attend continuing education classes frequently to stay up to date in the Dental Health care field and in education.