

Dental Assistant School
of Syracuse, Inc.



Catalog
Volume #2

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Important:

Disclosure Statement:

Each student should read and review this approved catalog for factual information about the Dental Assistant School of Syracuse, Inc.

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WELCOME

We at the **Dental Assistant School of Syracuse, Inc.**, wish to welcome you to a new, innovative and unique course in dental assisting. We offer a course designed to give you the best, basic foundational knowledge and skills necessary to start your new career, at a minimum cost of time and expense.

We offer this unique opportunity from the perspective of practicing dentists and experienced dental assistants in the setting of an actual dental office. While we will seek to give you exposure to a wide range of techniques, materials and dental knowledge, we will focus on the skills we as dentists see as "core necessities" for job acquisition.

Job opportunities for trained dental assistants are quite good in today's marketplace. While no one can guarantee job placement, the dental profession is currently facing a shortage of trained dental assistants. After completing our course, students will have an advantage over untrained applicants because a dentist will have to train them less, but must realize that they will need further training and practice before being completely proficient. If one examines the want ads for dental assistants, virtually all jobs require experience. With our course, one can receive foundational training in the field of dental assisting with a minimal amount of time and at a reasonable cost. **Welcome to the Dental Assistant School of Syracuse, Inc.!**

History

This course of study came into being as a result of conversations between dentists. Every dentist recognizes the importance of a good dental assistant in helping him/her provide a good service to his or her patients reduce stress on both the patient and doctor and keep the practice growing and profitable. Given the shortage of trained dental assistants, the existing obstacles for a person to go to school for training, and the unwillingness of dentists to train someone "from scratch", **Dental Assistant School of Syracuse, Inc.** came into being. The basic framework for this curriculum is patterned after a successful assisting program in another state.

Legal Status

The **Dental Assistant School of Syracuse, Inc.** is a private co-educational school registered as a corporation with the Secretary of State. The president is Dr. Brent A. Bradford. The name of the corporation is **Dental Assistant School of Syracuse, Inc.** The school assumes full responsibility for any agreement reached between the student and the school.

Certificate of Approval

Dental Assistant School of Syracuse, Inc. is licensed and regulated by the New York State Education Department-BPSS Bureau of Proprietary School Supervision, Room 974, Education Building Annex, Albany, NY 12234 Tel. (518) 474-3969, FAX (518) 473-3644 E-mail BPSS@mail.nysed.gov.

Institutional Philosophy

The philosophy of **Dental Assistant School of Syracuse, Inc.** is based on the belief that people can be trained in a relatively short period of time to enter the world of professional dental assisting. We believe that our course will prepare any motivated individual to obtain their first job. We also believe the amount of "on the job" experience, not classroom hours, is the best teacher. Therefore, it is our purpose to equip each student with the basic skills necessary to enter the workplace and begin to gather experience. We also feel that our many years in the profession not only qualifies us to teach these skills, but also gives us the opportunity to impart what "golden nuggets" we have discovered along the way.

Faculty and Staff

Dr. Brent A. Bradford

Dental Assistant School of Syracuse, Inc. - President

Julie A. Varney, CDA Practice Manager/ Dental Assistant

Dental Assistant School of Syracuse, Inc - Director/Teacher
15 years experience in the field of dentistry
Agent Certificate #11552588

Kristina Brayton, Front Desk/Dental Assistant

Dental Assistant School of Syracuse, Inc.- Agent & Teacher
4 Years experience in the field of dentistry
Agent Certificate # 11552589

General Information

Location:

Dental Assistant School of Syracuse, Inc. is located at North Medical Center, 5100 West Taft Road, Suite 4N, Liverpool, NY 13088. Our school is run in the office of Dr. Brent A. Bradford, general dentist. Our mailing address is North Medical Center, 5100 West Taft Road, Suite 4N, Liverpool, NY 13088. Our facility is handicapped accessible.

Driving Directions:

From Interstate 81 proceed west on Taft Road to the intersection of Taft Road and Buckley Road. An M&T Bank will be on the left side and Hafner's Nursery on the right. You will see North Medical Center on the left side; it is a 5-story tall glass building. The school is in the office of Dr. Brent A. Bradford, suite 4N.

Course Information:

Our course runs for ten consecutive weeks. Winter/Spring session classes are held on Tuesday and Thursday nights from 6:00pm to 10:00pm. Summer Session is Monday and Wednesday nights from 6:00pm to 10:00pm. Fall/Winter session is Tuesday and Thursday nights from 6:00pm to 10:00pm. Breaks are given for ten-minute periods approximately every one to one-half hours. Dress code is informal and casual. However, it is recommended that students purchase a uniform for lab day, since some of the material we work with in the dental office can permanently stain or damage clothes. Also we like for students to get used to "being and looking like" dental assistants. Hospital scrubs are the preferred dental office attire.

Procedure to Review Licenses and/or Approvals:

Students and prospective students may review licenses, or approvals relating to **Dental Assistant School of Syracuse, Inc.** upon request to the School Director, Monday through Thursday, from 8:30am to 5:00pm.

Dissemination of Consumer Information:

A representative of **Dental Assistant School of Syracuse, Inc.** will be available to disseminate consumer information upon request between the hours of 8:30am to 5:00pm Monday through Friday.

Facilities and Equipment:

The **Dental Assistant School of Syracuse, Inc.** facility includes a business office with computers, phones, and records, a reception area which doubles as a classroom, four fully equipped treatment rooms, one laboratory, sterilization area, one private office, two restrooms and a break room. The equipment includes one developer for radiographs, one autoclave sterilizer, one ultrasonic cleaner, four x-ray machines, two amalgam mixers, and three curing lights. There is plaster stone for models and dies, impression materials and cements. The lab also includes a vacuum former, a lab vibrator and one model trimmer. There is an up to date OSHA program in place with accompanying MSDS sheets and other regulatory necessities. We feel a practicing dental office is the perfect place for students to maximize their time and experience.

School Hours of Operation:

Hours of operation will be between 5:30pm and 10:30pm. Breaks for refreshments and restrooms will be given every hour to one and one-half hours (at the discretion of the instructor) for 10 minutes.

Class Schedule and Enrollment:

The primary enrollment period is during the **Open House** (approximately 2 weeks prior to the class start date), at which time you may register for the course and reserve your place in the class with a \$100 nonrefundable registration fee. However, enrollment is continuous up until the start of the first scheduled class until the class is filled.

School Holidays:

Christmas, New Years Day, Independence Day, Memorial Day, Labor Day and Easter depending if falling on the weekend.

Training Aids:

Instructors are supplied with teaching manuals, appropriate charts, diagrams, a human skull for anatomy, audiovisual equipment (TV w/VCR) and all the dental equipment and supplies necessary for laboratory and operatory training.

Admissions

Admissions Requirements:

- 1) Any person who has attained a high school diploma or G.E.D. high school equivalency certificate is eligible to attend **Dental Assistant School of Syracuse, Inc.** - subject to personal interview. All applicants must exhibit a proper willingness and enthusiasm to learn the art of dental assisting. All prospective students

- will be required to show proof of a high school diploma or G.E.D. at the time of enrollment.
- 2) Students must be at least 18 years old.
 - 3) Admissions at **Dental Assistant School of Syracuse, Inc.** are conducted throughout the year. Those applicants who apply during the course of class training will be given first consideration to be enrolled in the next class. New classes will start approximately every 10 weeks.

Admission Procedure:

- 1) **Dental Assistant School of Syracuse, Inc.** prefers a personal interview with each applicant prior to acceptance, and encourages the parent, spouse or other family member as is appropriate to attend the interview and/or Open House. An Open House will be conducted for all interested students and their families approximately two weeks prior to the first day of each class session. This gives everyone an opportunity to become familiar with each other and serves as a question and answer period for students, family, instructors and faculty.
- 2) Admission representatives are available Monday through Thursday 8:30am - 5:00pm.

Attendance Policy:

Students are expected to attend and be on time for all classes. Tardiness is considered disrespectful to both classmates and instructors. Students who have a pattern of tardiness will be advised and will be disciplined on an individual basis.

Students are required to complete all assignments regardless of class attendance, and are required to maintain, at a minimum, an attendance average of 80%, for the total instructional hours enrolled from program inception to the point where progress is being measured. Students, who miss more than 20% of the instructional hours, will be placed on attendance probation, and any further absenteeism may result in termination with proper pro-rated refunds. A student who is absent more than 20% of the total contact hours in a program may automatically be terminated from the current class. However, the student may, at the sole discretion of the Director, be allowed to pick up the course study at the next session. Tests missed because of absence must be made up upon the day the student returns to school, unless other arrangements have been made by the instructor and approved by the Director.

The school has no provision for excused absences. Make-up work shall not be authorized for the purpose of removing an absence. A student will be charged one hour

of absence for each hour of tardiness or any part thereof. The time elapsed during an authorized Leave of Absence is not considered as being "absent" for the purpose of the cumulative attendance average. If a Leave of Absence is granted or if inclement weather forces the school to close, a student's completion date will be extended to make up for clock hours missed. Scheduled school holidays, summer and Christmas breaks, are not counted as absences.

Leave of Absence Policy:

A student may be granted one leave of absence per 10-week course, which must be requested in writing. At no additional charge, the student may make up the day missed during the next session. A leave of absence is discouraged except in emergency situations. A leave of absence is limited to 60 days by the New York State Department of Education, Bureau of Proprietary School Supervision rule.

Appeals:

A student can appeal an unsatisfactory grade and/or attendance classification to the Director by explaining in writing any circumstances relevant to the situation. The Director will evaluate the circumstances presented by the student and the student's program record will be amended to reflect the results of the appeal. The student's status will be revised as is appropriate.

Termination and Readmittance:

A student who is absent more than 20% of the total contact hours in a program may be terminated automatically.

A student may be placed on attendance or academic probation or terminated due to:

1. Unsatisfactory course work.
2. Failure to maintain the attendance requirement.
3. Failure to progress within the school's maximum time frame.
4. Failure to abide by the school's rules and regulations.

A student whose enrollment was terminated for unsatisfactory progress or nonconformance with the rules and regulations of the school may only be re-admitted, with the approval of the School Director, under the following conditions:

1. One grading period must elapse before being readmitted; and
2. The problem that caused the dismissal must be

satisfactorily resolved; and
3. The student must demonstrate the potential to succeed.

A student who re-enrolls after being terminated for unsatisfactory progress will be placed on probation for the next grading period.

A student whose enrollment was terminated for violation of the attendance policy may not re-enter before the start of the next grading period.

A student in good standing, who voluntarily withdraws, may apply for readmission at any time.

Academic Standards

Grading:

Students will receive a percentile grade for each written and practical exam. Grades will be calculated from 4 categories, average of all the quizzes=25%, midterm=25%, written final exam=25% and final practical exam=25%. A perfect final score is 100%. Listed below is the grading distribution.

		<u>Letter Grade Equivalents</u>
Weekly Quizzes	25%	90-100%=A
Midterm Exam	25%	80-89%=B
Final Exam	25%	70-79%=C
Practical Exam	<u>25%</u>	60-69%=D
	100% total	0-59%=F

Grading Period:

There are two grading periods in the course: one at the end of the first five weeks (after the mid-term exam); the second at the end of the course (10 weeks). Written progress reports will be given to each student at midpoint of each grading period and at mid-term and at the completion of the course.

Satisfactory Progress:

- Satisfactory progress will be determined by accumulated percentage. Students must maintain at least 70%(C). Should a student at the completion of the first grading period fail to obtain at least 70%, the student will be placed on probation. A

student on probation will be allowed to retake an exam, which will be averaged with the original exam. If the probationary student fails to bring his/her grade to a 70% level at the end of a 2-week probationary period, the student will be terminated. A student terminated for unsatisfactory progress may apply to repeat the course at the next course offered, after a minimum of one grading period has passed. Students will be required to pay to repeat the course if dismissed or terminated for academic failure.

- A student may request a grade of "incomplete" if a student withdraws for an appropriate reason unrelated to the student's academic status. A student, who receives a grade of incomplete, may re-enroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition.
- Permanent grades will be posted at the end of the course, which will be made available to prospective employers. Requirements for graduation include 80 hours (class lecture and lab combined).
- Students are strongly recommended to obtain a course in CPR before employment with a dental office. If a student obtains a CPR certificate before graduation, they will receive a certificate of completion with CPR training listed.

Graduation Requirements:

A certificate of completion will be awarded to those students who have maintained a score of at least 70%, have compiled a satisfactory attendance record as outlined by the school and are in good standing financially with the school at the time of graduation.

Student Services

Advising:

The staff and faculty of the school are available, by appointment; to assist students with school or dental profession related problems or questions.

Placement:

Upon graduation, job placement assistance is available to all students at no additional cost. Students are assisted and/or advised with regard to resume preparation, interview techniques and employment opportunities. **Dental Assistant School of Syracuse, Inc.** will do its best in helping students find a rewarding job. *Dental Assistant School of Syracuse, Inc. cannot, however, guarantee employment.*

Student Conduct

Students must adhere to the highest standard of conduct, which will reflect credit upon themselves and the school. Students must conduct themselves in a manner that will not in any way interfere with the learning process of other students, the instructor's classroom presentation, or the progress of the class in general.

Rules and Regulations

Attendance:

You are expected to be on time for class. Tardiness is considered disrespectful to both classmates and instructors. Students who have a pattern of tardiness will be advised and will be disciplined on an individual basis. Students are required to complete all assignments regardless of class attendance, and are required to maintain, at minimum, an attendance average of 80%. The school has no provision for excused absences.

Reasons for termination:

The administration of the school reserves the right, in the exercise of their judgment, to dismiss a student on any of the following grounds:

- 1) Failure to abide by the school regulations.
- 2) Failure to maintain the attendance requirement.
- 3) Unsatisfactory course work. (You have to work very hard to fail the class, instructors are here for you; they are willing to help. You will be notified if

your grades are failing. You must ask for help if you need it. Extra help is given by appointment, 5 - 5:30 pm.)

- 4) Failure to pay tuition when due.
- 5) Cheating. (If caught cheating, you will be expelled.)
- 6) Falsifying school records.
- 7) Entering the school under the influence of alcohol, drugs, or narcotics of any kind.
- 8) Carry a concealed or potentially dangerous weapon.
- 9) Willful neglect, damage, or abuse of school property.
- 10) Not participating in lab-time properly.

Pagers/phones: You must have your phones, and pagers off during class time. Please tell family members that your cell phone or pager will be turned off during class. They can leave you a message on our phone or pager and you will return their call during break or lunch.

Snacks and drinks are allowed, but please discard and keep area neat. Please empty your drinks into sink before throwing away. You are allowed to bring tape recorders, lap trays, or pillows.

If you are sick and cannot attend school, you must present a doctor's note. *(Any and all time you are not in school is counted against your 20% allowance.)*

If you are PREGNANT, or think you may be, we must have a release note from your doctor. (We need this doctor's release note AS SOON AS POSSIBLE - before week 3 of class due to the fact that this release indicates that you may take x-rays; however, you will not have x-rays taken on you.) PLEASE have him/her word this release accordingly.

If you leave early, you must inform the instructor of the reason and time you are leaving. The instructor must record this on your attendance record.

Smoking: Smoking is not allowed.

Everything is due by week 9! Any make-up quizzes due to absences, mid-term corrections, sterilization/disinfection paper. **Must have diploma or GED must be received before instruction begins.**

We have two bathrooms, one in front and one in back. Remember that we will be working in each other's mouths - please bring your toothbrushes for after lunch cleanup.

End of Class:

All students must do the following:

- Students are required to clean and disinfect all operatories before leaving.
- You are responsible for cleaning all impression trays before leaving.
- Please fold your chair and put it on the chair cart.

You are responsible for obtaining phone numbers from other students for information missed when you are not in school

You must ask an instructor for handouts and missed quizzes upon returning to class. It is up to you to stay after school (by appointment) and take any missed quizzes or tests. (No quiz or test may be taken during class hours, break, or lunch - you must stay after class and remind the instructor that you need to take your missed quiz or test.)

If you miss your lab time, you will lose one half-letter grade.

Program Cost

Tuition is due and payable in advance. However, students may elect to arrange for monthly/weekly payments while attending school. Extended payment plans may be considered through bank financing, based upon the applicant's personal credit position. The cost for the Foundational Dental Assisting Program is:

Hours: **80**
Tuition: \$2,347.00
Text Books: \$150.00
Equipment Fee: \$500.00
Non-Refundable Registration Fee: \$100.00
Total Cost of Program: \$3097.00

There are no additional fees for materials or supplies.
Refund Policy: 10 Weeks = One Quarter

Equipment consists of, but is not limited to: masks, gloves, all disposable supplies needed to learn about dental assisting, use of all of our dental equipment - chairs, x-ray machines, and lab supplies.

The **total cost** may be paid out using any of the following options:

- 1) Prepay discount of 100.00 given to students that pay **in full** at LEAST one week prior to the first day of class instruction. Total cost is then \$2997.00 A discount of \$100.00 will be given.
- 2) \$2997.00 (-100.00 registration fee) on or before the first day of class.
- 3) \$832.00 down payment, then \$226.50 at the beginning of each class (10 payments).
- 4) \$500.00 down payment, then \$259.70 at the beginning of each class (10 payments).

The following supplies are recommended, *but are **not** a requirement* for the Dental Assistant School course:

- 1 set of hospital scrubs or a white uniform
- 1 nametag with "Dental Assistant" under your name
- A comfortable pair of white tennis shoes or nursing shoes

The school will provide the following items:

- Certificate of Achievement
- All equipment use and materials needed
- Text book
- Dental Instruments Pocket Guide

Students from out of New York State:

There is no additional charge for out-of-state residents.

Refund and Cancellation Policy:

- A. A student who cancels within 7 days of signing the enrollment agreement and has pre-paid the total tuition but before instruction begins receives all monies returned with the exception of the non-refundable registration fee, which is \$100.00. You may cancel the enrollment contract by written or oral notice. The enrollment agreement is not binding until signed by the school director or designated school official. An applicant, who has not visited the school, toured the school facilities and inspected the equipment prior to signing the enrollment contract, has an additional three days to withdraw without penalty and request a full refund of any monies paid.
- B. Thereafter, a student will be liable for:
 - a. The non-refundable registration fee of \$100.00 plus
 - b. The cost of any textbooks or supplies accepted plus
 - c. Tuition liability as of the students last date of physical attendance. Tuition liability is divided by the number of weeks in the program. Total tuition liability is limited to the week during which the student withdrew or was terminated, and any previous weeks completed.
 - d. After the student enters school, he/she may voluntarily cancel or terminate by contacting the school. Tuition charges to students will be as follows:

Schedule Of Refunded Tuition Charges:

Termination occurs:	School May keep
Prior to or during the 1 st week	0%
During the 2 nd Week	25%
During the 3 rd week	50%
During the 4 th week	75%
After the 4 th Week	100%

- C. The student refund may be more than that stated above if the accrediting agency or federal refund policy results in a greater refund.
- D. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made.
- E. Grounds for termination are: unsatisfactory academic progress, excessive absenteeism, failure to comply with school rules, and or non-conformance with the rules and regulations of the school.
- F. Refunds to students who fail to enter school will be made as follows:
- a. An applicant who is not accepted by the school will receive a full refund
 - b. An enrollee will receive a full refund if educational service is discontinued by the school preventing the student from completing the course
 - c. An enrollee will receive a full refund if the enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representations of the school
- G. A full refund of all tuition and fees is due and refundable in each of the following cases:
- a. If class is postponed from its starting date
 - b. If the program of instruction is discontinued by the school and this prevents the student from completing the program
 - c. If the student's enrollment was procured as the result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school

In the event of a prolonged illness or accident, death in the family or other circumstances that make it impractical

to complete the program, the school shall make a settlement that is reasonable and fair to both parties.

Class Size:

The teacher/student ratio will be a maximum of 9 students per one instructor in a lecture class and a maximum ratio of 9 students per two instructors in lab class.

Statement of Non-Discrimination:

No person shall be excluded from participation, denied any benefits, or subjected to any form of discrimination because of sex, race, age, creed, religion, national origin, or physical handicap.

Family Education Rights and Privacy Act

Under the Family Educational Rights and Privacy Act, each student is given the right to inspect and review his/her records, and to request that errors in those records be changed to ensure that they are not inaccurate, misleading, or otherwise in violation of the students privacy or other rights. The detailed policy and procedures that the institution uses in this regard can be obtained from the School Director. These include our right to refuse to provide such records if the student has an unpaid financial obligation to the school.

Under Federal rules, the school is permitted to disclose certain basic information about the student without permission from the student, unless the student specifically requests that this information not be disclosed. ***If you do not wish this information to be released, you must contact the School Director within thirty days of signing the Enrollment Contract.*** This basic information is called Directory Information, and this school includes the student's name, address, telephone number, date and place of birth, program of study, participation in activities, dates of attendance, certification and diploma awarded, photograph, and place of employment.

Students who feel that the institution has not complied with their rights under the law may file a complaint under Section 99.64 with the U.S. Department of Education.

Foundational Dental Assisting

Program Information

Dental Assistant School of Syracuse, Inc. designed this program for the individual who wants to gain the basic knowledge and skills necessary to enter the professional field of dental assisting. This program will allow people to access the job market quickly without incurring a burdensome debt and loss of time at their current job or profession. This program will only be offered in the **English** language.

The course runs for ten consecutive weeks. Winter/Spring session classes are held on Tuesday and Thursday nights from 6:00pm to 10:00pm. Summer Session is Monday and Wednesday nights from 6:00pm to 10:00pm. Fall/Winter session is Tuesday and Thursday nights from 6:00pm to 10:00pm. *Instructors are available by appointment from 5 - 5:30 pm for tutoring.*

Breaks are given for ten-minute periods approximately every one to one and one-half hours. Dress code is informal and casual. However, it is recommended that students go ahead and buy a uniform since some of the materials we work with in a dental office can permanently stain or damage clothing. Also, we like students to get used to "feeling and looking like" dental assistants. Hospital scrubs are the preferred dental office attire.

Eighty (80) clock hours are required for the successful completion of this course.

- **Please Note:** In order to become a LICENSED DENTAL ASSISTANT in the state of New York, more training is necessary. Our dental assisting course will only provide you with basic dental assisting skills. However, you are able to work in the state of New York as a dental assistant without being licensed.

Foundational Dental Assisting: The following is a description of each session and the number of clock hours for each module:

Foundational Dental Assisting

101 Module 1: Introduction to Dentistry, Dental Assisting, Structures of the Head and Neck, Dental Anatomy, and Tooth Morphology

(Text Chapters 1 - 4, 9)

Prerequisites: None

Clock Hours: 5 Lecture, 3 Lab

102 Module 2: Disease Transmission and Pathology, Infection Control, Hazards Management, Emergencies

(Text Chapters 5 - 8, 13)

Prerequisites: Module 1

Clock Hours: 5 Lecture, 3 Lab

103 Module 3: Dental Operatory, Dental Hand Instruments, Rotary Instruments, Oral Evacuation and Instrument Transfer

(Text Chapters 11,15-16,22)

Prerequisites: Modules 1 & 2

Clock Hours: 5 Lecture, 3Lab

104 Module 4: Dental Exam, Dental Radiography

(Text Chapters 10,12,14,17,18)

Prerequisites: Modules 1 - 3

Clock Hours: 4 Lecture, 4 Lab

105 Module 5: Mid-Term Exam, Alginate Impressions and Diagnostic Casts, Pharmacology and Pain Control, Rubber Dam, Dental Cements

(Text Chapters 19-21)

Prerequisites: Modules 1 - 4

Clock Hours: 5 Lecture, 3 Lab

106 Module 6: Amalgam Restorations, Cosmetic Restorations, Custom Trays and Elastomeric Impressions

(Text Chapters 23,24,25)

Prerequisites: Modules 1 - 5

Clock Hours: 4 Lecture, 4 Lab

107 Module 7: Crown and Bridge Restorations, Complete and Partial Removable Dentures, Pediatric Dentistry

(Text Chapters 26,27,28)

Prerequisites: Modules 1 - 6

Clock Hours: 3 Lecture, 5 Lab

108 Module 8: Periodontics, Endodontics, Oral Surgery
(Text Chapters 29 Prerequisites: Modules 1 - 7
Clock Hours: 2 Lecture, 6 Lab

109 Module 9: Course Review and Lab Review, Practice for
practical
(Text Chapters 1 - 29)
Prerequisites: Modules 1 - 8
Clock Hours: 1 Lecture, 7 Lab

110 Module 10: Final Written Exam, Final Practical Exam,
Graduation and Awarding of Certificates
Prerequisites: Modules 1 - 9
Clock Hours: 4 Lecture, 4 Lab

Policy for Granting Credit for Previous Education and Training: Dental Assistant School of Syracuse, Inc. will not give credit for previous education and training.

Financial Aid or Assistance:

Currently, Dental Assistant School of Syracuse, Inc. has no financial aid packages available. However, Dental Assistant School of Syracuse, Inc. offers a payment plan that allows a student's tuition to be paid over the course of the training.

Certificate/Transcripts

There is no charge for the original copy of your certificate; however, additional copies of the diploma will be \$10.00. Official transcripts of student's records are issued only on written request; the first copy is at no cost; additional copies are \$2.00 each. Transcripts must be requested 24 hours in advance.

Please note:

- Transcripts will be withheld until all fees and charges have been met.
- **While placement assistance may be provided, it is understood that this school cannot promise or guarantee employment to any student or graduate.**

Certificate of Approval

Dental Assistant School of Syracuse, Inc. is licensed and regulated by the New York State Education Department-BPSS bureau of Proprietary School Supervision, Room 974, Education Building Annex, Albany, NY 12234, Telephone: (518) 474-3969, Fax: (518) 473-3644, E-mail: BPSS@mail.nysed.gov.

Grievance Policy

From time to time, differences in interpretation of school policies will arise among students, faculty and/or the administration.

When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved.

If the problem cannot be resolved in this manner, the Director of the school should be contacted. Normally, the informal procedure of "discussing" the difference will resolve the problem. However, occasionally, more formal (written) procedures are required. When deemed appropriate by either a student or staff member, the individual is encouraged to communicate the specific issues and concerns in writing to the Director. The Director will then review the grievance, meet with the parties involved, and will notify all parties of the decision, in writing, within seven (7) working days.

Complaints

If the Director's decision does not resolve the grievance to the satisfaction of all parties, the student or staff member, as appropriate, should contact the New York State Education Department, 116 West 32nd Street, 5th Floor, New York, New York 10001, Attention: Bureau of Proprietary School Supervision, or (212)643-4760 to report complainants. See attached Disclosure material.

Refund Requests:

Students must contact the Director of the **Dental Assistant School of Syracuse, Inc.** to request a refund.

Withdrawal Policy:

Please note: The failure of a student to notify the Director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.