

Chairside Dental Academy of AZ, LLC  
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### **Operations Catalog effective August 30, 2020**

#### **Calendar Sessions – Tentative Schedule of starting dates:**

January, March, July and October

Each session lasts for 10 weeks, excluding holiday weeks.

**Holidays/Vacation periods:** The school will be closed on all major holidays including New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. Classes are not scheduled on weekends which include these holidays. For example, there will be no Saturday class scheduled on Memorial Day weekend, even though the Memorial Day holiday falls on a Monday. The school is also normally closed between Christmas Day and New Year's Day for vacation.

- 1. Program of study:** Dental Assisting.
- 2. Programs Offered:** Dental Assisting is the sole program offered at this time.
- 3. Course Outline:** The following subjects are covered in depth from both a didactic and a practical clinical experience. The course consists of a total of 70 classroom and then 10 hours radiology training in one of the separate X-ray Certification Review Courses. There will be a lecture and clinical "hands-on" training in the operation of all the equipment, instrumentation and materials used in our state-of-the-art practicing dental office. Students are required to assist for 10 hours by externing in another dental office, during their course of study to acquire additional experience.

**I. Dental Theory and Terminology** \*Dental and oral anatomy, tooth numbering system  
\*Instrument nomenclature and identification for all aspects of General Dentistry \*Dental terminology \*Equipment operation, chair positioning, assistant equipment usage.

**II. Reception** \*Front office operations \*Phone techniques and appointment book control  
\*Billing and accounting systems \*Billing: accounts receivable and accounts payable, collections \*Insurance forms and pre-treatment estimates \*Filing and basic secretarial skills.

**III. Four-handed Dental Assisting** \*Instrument transfer techniques, chairside assisting for: 1. Operative Dentistry 2. Oral Surgery 3. Crown and Bridge 4. Endodontics 5. Periodontics 6. Pedodontics 7. Orthodontics \*Handpiece, burr and instrument delivery and maintenance.

**IV. Radiology** \*X-ray theory and technique; use of Rinn holders and other methods  
\*Intraoral, bitewing, panoramic, and endodontic exposure methods \*X-ray safety and precautions.

**V. Impressions and Model Trimming** \*Impression materials and practice in their use, alginate mixing \*Wax bites, counter impressions and alginate study model practicing \*Model pouring and trimming.

**VI. Sterilization Techniques** \*Sterilization theory and terminology, autoclave operation \*Instrument and equipment sterilization/disinfection \*Treatment room disinfection and asepsis techniques.

**VII. Job Placement** \*Proper image, dress, and preparation for job interviews \*Resume preparation

**4. Required Books:** *Concepts in Dental Assisting*, Erickson **White Workbook**  
*Dental Assisting: A Comprehensive Approach* Fourth Edition, Phinney and Halstead  
*Modern Dental Assisting*, 11<sup>th</sup> Edition

**5. Payment schedules and financing options:** Students may select one or more of the following payment options and are available to all students:

- a) Payment in full of \$3,695. by credit or debit card, cash in person, or check in person and first-class mail.
- b) Down payment of at least \$500. with 10 payments without interest due at the beginning of each class session.
- c) Care Credit: please ask for current information about this.

**6. Library resources:** Students will receive all required textbooks/computer disks upon making their initial down payment. The same materials are also available on site. There are no other library resources required.

**7. Clinical Training/Externships:** Clinical training is provided during the course. A ten-hour externship is required for graduation. Students are encouraged to extern as much as possible at another dental office during their course of study.

**8. Student Services:** Class instructors are available to assist the students during normal class hours in any area of need. Administrative staff are available Monday through Thursday during the day. A listing of dental offices looking for employees is posted in the classroom area and is updated weekly.

**9. Authorized Administrative Official** – Monica Kirchner.

**10. Ownership:** Chairside Dental Academy of AZ, LLC is owned jointly by Monica Kirchner, the On-site Director and Dolores Finegold, the Director of Education; 50% owners each.

**11. Educational Delivery Systems:** Class based instruction is offered in our classroom area and consists of lectures, DVDs and PowerPoint presentations by computer. Clinical instruction is offered in the dental clinic area and includes standard dental delivery systems, radiological systems, sterilization systems, record keeping systems, and organizational systems.

### **Student Policies:**

- 1. Dress Code:** informal and casual for all classroom sessions and scrubs required (no blue jeans, shorts, etc.) for volunteer “hands-on” training with actual dental patients.

2. **Enrollment requirements:** All students must be at least 18 years of age, and able to read and write English.
3. **Equipment/technology requirements or competencies:** Students must demonstrate a minimum level of proficiency in the use of standard dental equipment in order to graduate.
4. **Tuition:** Tuition for Dental Assisting is \$3,695.00, which includes all books, supplies and materials used during the course of instruction, plus free registration in ONE of our X-ray Certification Review Courses.
5. **Examinations/grades:** A mid-term and final examination will be administered to each class with the score on each exam counting for 25% of the student's final grade. A practical examination will be administered during the last class session and will count for 50% of the student's final grade. A total score of 70% will be required to graduate and receive a certificate. A student who fails to make the 70% average may retake the course again for 1/2 of the normal course fee.
6. **Absences:** Students are required to attend all classes in order to graduate and receive a certificate. In case of emergencies or illness, 24 hours advance notice is required to classify as an excused absence. An excused absence can be made up during the next course session at no additional charge. If more than two classes are missed, the student will be dropped from the current course session. Make-up or enrollment in the next scheduled course session must be arranged with the permission of the Director of Education.
7. **Program or course cancellation:** The school reserves the right to reschedule the program start date when the number of students enrolled is too small.
8. **Dropouts:** If a student drops out after the first day of class a refund as explained in the student enrollment agreement is issued. If a student needs to drop out for financial or personal reasons and would like to continue in the next term, they may pick up where they left off without penalty.
9. **Suspension/expulsion:** A student may be suspended from their course of study by the Director for missing more than two classes. A student may be expelled by the Academy for conduct considered to be unprofessional, harassing or dishonest. The student may if they desire file a grievance in accordance with the Student Grievance Procedure as outlined below. If the student desires to be reinstated, they must notify the Director in writing of their desire. The Director will respond in writing within five working days to notify the student whether or not they will be considered for readmission. If an expelled student should be readmitted, they will be required to retake the entire course at the full course fee.

**Graduate Employment Opportunities:** The job market for Dental Assistants is currently outstanding and is expected to be so indefinitely. Our staff maintains a list of Dental offices currently looking for assistants. The Internet and social media also contain listings of Dental offices looking for new employees as well. Notice required under 16 CFR 433: The licensee does not guarantee: i. Job placement to graduates when the program is complete; or ii. Credits or coursework will transfer to another school, college, or university.

**Requirements for Graduates to practice:** There are currently no requirements in the state of Arizona for a person to practice dental assisting. We do encourage all of our students to pursue X-ray and coronal polish certifications thorough the state as soon as possible, as it will increase their chances for employment.

**Tuition reductions, discounts, loans, etc.:** There are no tuition reductions, discounts, educational loans or scholarships available.

**Acknowledgements:**

1. Within 10 days from the date a licensed institution revises a catalog or publishes a new catalog, the licensee shall submit a written or electronic copy of the catalog to the State Board pursuant to their requirements.
2. Catalog shall be available to students and prospective students in a written or electronic format.

**Catalog availability:** A copy of this catalog shall be given to each student no later than the first day of class.

**Special Cases:** Those students wishing to cancel their enrollment for illness or personal reasons that make it impractical for them to complete the program, may resume their course of study in the next class series with no financial penalty, or the school may choose to make a settlement which is reasonable and fair.

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), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

**Student Records:** No credit is awarded for previous education, training, work or life experience. The school does not maintain records of student's classroom attendance once the class has been completed. Records of student attendance, financial information, and grades are kept by the school, and are available to the student upon receipt of a written request for said records.

**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 or 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 registration fee of \$50.

*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 is 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. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
  - c. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
  - d. All refunds will be issued within 30 days of the determination of the withdrawal date.
2. Tuition Charges.
  - a. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (less the registration fee or \$50.)
  - b. After the commencement of classes, the tuition refund (less the registration fee of \$50, if applicable) amount shall be determined as follows:

<b>% of clock hours attempted:</b>	<b>Tuition refund amount:</b>
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

*Books and Supplies:* There is no refund for equipment, books and supplies received by the student.

**Student Grievance Procedure:** Should the student have a complaint, grievance, or dispute while enrolled at Chairside Dental Academy of AZ, LLC, they should follow this procedure: (1) Ask to discuss the matter in private with one or more of the instructors. (2) If the student feels that the matter remains unresolved, they should submit in writing a formal complaint to the Director (Monica Kirchner). The director will respond in writing within 5 working days following receipt of the written complaint. (3) If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may then file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is: 1740 W. Adams St., Suite 3008, Phoenix, AZ 85007; phone 602-542-5709; website: <http://www.azppse.gov>. Notice required under 16 CFR 433: i. If the licensee requires arbitration as part of the student grievance procedure, the following statement: Arbitration of a student grievance is required. Arbitration will take place at a location reasonably convenient for both parties giving due consideration to the student's ability to travel and other pertinent circumstances. Both parties will attempt to have proceedings take place within a reasonable time and without undue delay. The arbitration proceedings will follow the spirit if not the letter of the consumer due process protocol of the American Arbitration Association. The protocol includes but is not limited to a fundamentally fair process; an independent and impartial, competent, and qualified arbitrator; independent administration of the arbitration; reasonable cost; right to representation; and possibility of mediation. Arbitration does not preclude other avenues of recourse, including but not limited to possible relief in small claims courts, unless and until the arbitration result is made binding. Arbitration of a student grievance does not preclude the student from seeking a remedy from the Arizona Board of Private Postsecondary Education; j. A notice of the right to cancel the enrollment agreement within three days by complying with R4-39-404(A); and k. Signature of the student and an official of the licensee.