

**BELIEVERS AND ACHIEVERS DENTAL
ADMINISTRATION TRAINING ACADEMY**

**“DAAT Student Handbook &
Academic Catalog”
2025-2026**



Dental Administrative Assistant Training

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“Your Pathway To Success In Dental Office Administration”

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Believers And Achievers Dental Administration Training Academy DAAT Student Handbook & Academic Catalog

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WELCOME LETTER

Welcome To Believers And Achievers Dental Administration Training Academy!

We are thrilled that you have chosen to embark on this transformative journey with us as you pursue your goal of becoming a Dental Administrative Assistant. By joining our academy, you are stepping into a community committed to educational excellence, career readiness, and personal growth. Your decision to enhance your skills and knowledge is the first step in building a fulfilling career, and we are honored to support you on this path.

Our program is centered on practical, hands-on learning that allows you to build the expertise essential to excel in a fast-paced, ever-evolving field. The DAAT program/course has been designed to immerse you in real-world scenarios, preparing you for the responsibilities you will encounter in the dental and healthcare industries. You will work with experienced faculty and staff who bring invaluable industry knowledge and dedication to fostering a supportive and engaging learning environment.

Beyond skill development, we are passionate about nurturing each student's personal aspirations. Our daily empowerment sessions reflect our commitment to your overall well-being and personal growth, ensuring that you feel motivated, confident, and ready to tackle new challenges each day. These sessions provide a foundation of encouragement and resilience, qualities that are just as important as technical skills in building a successful career.

Throughout your time at Believers and Achievers Dental Administration Training Academy, you will find that our academy is more than a training ground; it is a community that thrives on respect, integrity, and a shared vision of excellence. We encourage you to bring your enthusiasm, ask questions, and actively engage in your learning experience. Take advantage of the many resources and support systems available to you, from academic coaching and career support to our extensive network of industry connections.

Our goal is to see you not only graduate with a certificate but to witness you stepping confidently into your career, empowered and equipped with the tools to make a lasting impact. We are committed to helping you succeed at every stage and will celebrate each milestone you achieve along the way.

Once again, welcome to Believers and Achievers Dental Administration Training Academy! We are excited to be a part of your educational and career journey and look forward to watching you grow, excel, and become a skilled professional. Let's make the most of this journey together.

Warm regards,

Minnie Stevenson, DA, BA, NCP

Minnie Stevenson
CEO/Director





MESSAGE FROM THE DIRECTOR!

Dear Student,

It is a pleasure to welcome you into our community of dedicated students, passionate instructors, and supportive staff. At Believers and Achievers Dental Administration Training Academy we believe in the transformative power of education and its unique ability to unlock potential and open doors to fulfilling careers. Since 2005, our journey has been driven by a commitment to inspire and empower others. Today, we continue that mission through the career-focused training we provide, specifically designed to support your growth in the field of dental administration.

By joining us, you are taking a bold step toward a meaningful future, and we are honored to be a part of your journey. Here, you'll not only develop the technical skills necessary for a successful career but also gain insights into the values of integrity, perseverance, and professionalism. Our instructors and staff are dedicated to helping you build a solid foundation and will support you every step of the way, helping you to achieve both professional and personal growth.

We know that learning is a journey, one that can be as challenging as it is rewarding. That's why we are committed to fostering an empowering environment where each student is respected, encouraged, and valued. Our daily empowerment sessions provide an uplifting start to your day, helping to strengthen your mindset, build resilience, and prepare you to approach each day with confidence and determination.

At Believers and Achievers Dental Administration Training Academy, we see ourselves as more than just an institution; we are a family that celebrates each success and learns from each challenge. We are here to help you succeed not only in your professional aspirations but also in your personal development. I encourage you to take full advantage of the resources, guidance, and encouragement available to you.

Thank you for choosing us as your pathway to success. We are excited to see all that you will accomplish during your time with us and beyond. Welcome to the Believers and Achievers Dental Administration Training Academy family!

Warm regards,

Minnie Stevenson, DA, BA, MCP
Program Director



PURPOSE OF THE STUDENT HANDBOOK

The Student Handbook provides key information about Believers and Achievers Dental Administration Training Academy, including policies, procedures, and expectations. We recently adopted this name to better reflect our focus on Dental Administration Training, replacing our original name, Believers and Achievers, LLC, which sometimes caused confusion. The new name aligns with our specialized programs, making our mission clearer to students and partners.

The handbook serves as a guide to help students navigate their educational journey with confidence. It outlines the policies and procedures for the Dental Administrative Assistant Training (DAAT) program and sets expectations. This handbook is for guidance only and does not create contractual rights between students and the Academy.

Students may voluntarily withdraw from the program at any time. Policies may change at the Academy's discretion with IBHE approval to ensure compliance with industry standards.

In addition, it is designed to:

1. **Set Clear Expectations:** The handbook outlines the academic, professional, and behavioral standards that students are expected to meet. This clarity helps students understand what is required for successful completion of the program.
2. **Provide Essential Program Information:** By consolidating important details about the DAAT program—such as course descriptions, attendance requirements, grading policies, and program schedules—it helps students navigate their educational journey smoothly.
3. **Ensure Health, Safety, and Professionalism:** The handbook includes protocols for health and safety, vaccination requirements, and emergency procedures, promoting a secure learning environment. It also sets guidelines that mirror professional standards, helping students prepare for their careers in dental administration.
4. **Explain Available Support and Resources:** With information on support services like academic advising, career assistance, and special accommodations, the handbook encourages students to utilize the resources available to enhance their learning experience.
5. **Facilitate Compliance and Accountability:** By outlining institutional policies and procedures, the handbook helps ensure compliance with educational standards and provides a basis for accountability between the academy and its students.

Overall, the handbook is intended to guide students in understanding their roles and responsibilities, maximize their learning experience, and prepare them for successful careers in the dental administrative field.

"Any changes to policies or procedures outlined in this handbook Must receive prior approval from the **Illinois Board of Higher Education (IBHE)** to ensure compliance with **PBVS Act and Rules**. Believers and Achievers Dental Administration Training Academy reserves the right to update or modify the handbook as needed.

HISTORY OF BELIEVERS AND ACHIEVERS DENTAL ADMINISTRATION TRAINING ACADEMY

Believers and Achievers Dental Administration Training Academy began in 2005 as a motivational and inspirational speaking company dedicated to empowering individuals and enriching communities. From its inception, the organization sought to foster confidence, inspire growth, and ignite passion within those it served. Recognizing a growing need within the community for structured career development and job readiness training, Believers and Achievers Dental Administration Training Academy evolved into a dedicated private training institute.

Today, Believers and Achievers Dental Administration Training Academy has become a well-regarded community-based skills training academy, focused on delivering career-oriented education that addresses

real-world employment demands. Specializing in short-term, entry-level training, the Academy provides a comprehensive program tailored to individuals aspiring to become Dental Administrative Assistants. The program equips students with both technical skills and professional values, preparing them for rewarding careers in healthcare administration.

The Academy's highly experienced team brings deep expertise from diverse areas within the oral healthcare sector, creating a robust foundation of knowledge and mentorship for its students. Despite its small size, Believers and Achievers has made a significant impact, supporting the personal and professional growth of individuals throughout the community and bridging the gap between job seekers and the dental healthcare industry.

Believers and Achievers Dental Administration Training Academy is proud of its journey and continues to build on its legacy of service, empowerment, and community-focused education, enriching lives and enhancing career prospects for every student who walks through its doors.

MISSION AND VISION

Mission

Our mission is to provide hands-on, career-focused training for individuals aspiring to become dental administrative assistants. We focus on meeting industry standards by maintaining a student-centered learning environment that promotes ethical, effective, and efficient work practices. By partnering with dental offices, organizations, and community-based health programs, we ensure that students gain the real-world skills necessary for success in the oral healthcare space.

Vision

Our vision is to empower individuals with the knowledge and practical skills needed to excel as dental administrative assistants, creating a network of professionals who uphold excellence in oral healthcare. We strive to be a leading training academy recognized for our dedication to educational innovation, community involvement, and student success.

OUR CORE VALUES

At Believers and Achievers Dental Administration Training Academy we are committed to guiding our students and staff by the following core values:

- ✚ **Bold:** We embrace challenges with confidence and courage, continuously striving for excellence in education and training.
- ✚ **Authentic:** We remain genuine and transparent in our actions, fostering trust and meaningful connections.
- ✚ **Approachable:** We maintain a welcoming and supportive environment, ensuring that everyone feels valued and heard.
- ✚ **Accountable:** We take full responsibility for our actions and commitments, upholding the highest standards of professionalism.
- ✚ **Determined:** We are dedicated to empowering our students and achieving success, no matter the obstacles.
- ✚ **Integrity:** Above all, we act with honesty and moral principles, never compromising our ethics or values in pursuit of our goals.

PROGRAM OVERVIEW

The DAAT Program is designed to prepare individuals for careers as dental administrative assistants, addressing the growing demand for skilled professionals in the dental healthcare sector. This entry-level program provides comprehensive training that equips students with essential knowledge and practical skills to succeed in dental front-office roles.

Our program aims to enhance Champaign County's workforce by developing a pool of qualified job candidates, thus closing the gap between job seekers and employers in the community. Students who complete the program will not only be prepared for better-paying jobs but will also have the credentials and expertise needed to thrive in the dental field.

With a focus on real-world application and job readiness, the DAAT Program empowers students to build sustainable careers, contributing to both their personal success and the economic growth of the local community.

DAAT-PROGRAM GOALS AND OBJECTIVES

The Believers and Achievers Dental Administration Training Academy realizes that there is a steady demand for dental administrative assistants. And it is expected to grow 8% faster than the average for all occupations. This information can be found **Bureau of Labor Statistics (BLS) Under Medical Secretaries and Administrative Assistants.**

Providers are often forced to hire individuals with little or no training and experience and then provide them with on-the-job training. Believers and Achievers Dental Administration Training Academy has created a training program to meet the demands of the dental community.

Our Goals is to prepare students to go from the classroom to the workplace quickly by providing them with the hands-on training needed to work in dental practice. It is the objective of Believers and Achievers Dental Administration Training Academy, to provide training that focuses solely

on the fundamental skills and knowledge required to work in a dental office. We strive to offer dental administrative assistant training that allows an individual to complete training and seek employment in the shortest amount of time possible. Students are instructed on the actual dental office software, so they become familiar with the work before their first day as a dental administrative assistant.

CURRENT CONTACT INFORMATION

If you have any concerns about the DAAT program, you should approach your instructor first. However, if the matter is not resolved, you may contact our other staff. Our staff listing is below.

| Name | Title | E-mail | Phone |
|--------------------|------------------------|--|--------------|
| Minnie Stevenson | Director | Minnie@baaadmintraining.com | 217-607-8191 |
| Jeffery Trask, PhD | Doctor of Academic | Tysonfaith@yahoo.com | 217-766-6425 |
| Patricia A. Brown | Admissions Coordinator | Patricia@baaadmintraining.com | 217-722-8302 |
| Sherice Lotts | Coach | Shericelotts@aol.com | 217-278-0629 |
| Donna Sowder | RDA/ Coach | donnasowderwegotthis@gmail.com | 217-390-8061 |

ACCREDITATION AND AFFILIATION

1. Certification: The DAAT program prepares students to sit for the Certified Dental Office Assistant (CDOA) Exam provided by the National Career Certification Board (NCCB). These certifications validate competencies required for entry-level administrative roles in dental offices. It's not required that the student take the certification exam. **(Only Recommended)**.

2. Exam Cost: “The cost for the certification exam ranges from **\$175-\$195**, which includes one (1) practice exam. This fee allow students to take the CDOA Exam one time, with access to a practice exam up to 30 days after completing the DAAT program.”

3. Accreditation Evidence: The American Dental Association (ADA) and the Commission on Dental Accreditation (CODA) do not accredit programs exclusively for dental administrative assistants. Instead, these organizations accredit clinical dental education programs. Our DAAT program, while not accredited by ADA or CODA, aligns its curriculum to meet the administrative needs of dental offices, as recognized by local dental industry standards.

“Believers and Achievers Dental Administration Training Academy is Not accredited by a US Department of Education recognized accrediting body.”

4. Accreditation Explanation: We are committed to being responsive to local workforce needs by maintaining close relationships with local dental offices and organizations. By receiving continuous feedback from these employers, we adapt our curriculum to meet industry demand, even in the absence of national accreditation. Our externship program ensures that students gain hands-on experience in real-world settings, further enhancing their employability.

We keep our dental providers and students current in the oral healthcare industry by conducting regular surveys with both groups to assess and update program needs. Additionally, we hold

monthly meetings with local providers and affiliates to stay aligned with industry standards and developments.

AFFILIATES & THEIR SUPPORT

Believers and Achievers Dental Administration Training Academy collaborates with a network of dedicated partners who enhance the experience and opportunities available to our students. Each affiliate brings unique strengths and resources that enrich our Dental Administrative Assistant Training (DAAT) program.

1. **Dr. James Harden**, a part of **Urbana Unit 4 School District's** Community Outreach Program, collaborates with us to connect with recent high school graduates seeking short-term healthcare training. Through this collaboration, graduates interested in a swift path to a healthcare career are informed about our DAAT program and have access to resources that bridge the gap between education and career readiness.
 - **Introducing Career Options:** Educate students about alternative career paths, such as becoming a dental administrative assistant, which do not require a college degree but provide meaningful career opportunities.
 - **Expand Community Outreach:** Engage with local schools, youth centers, and organizations to raise awareness of the training program we offer and encourage students to consider this path.
 - **Build Mentorship Opportunities:** As our program grows, we aim to establish strong mentorship connections between students and local dental professionals, helping students to navigate their career paths with guidance and support.

This collaborative partnership is to provide students who may be unsure about pursuing college with a viable, practical career option and create a clear pathway to employment within the dental industry. This includes hands-on training through externships and continuous educational support through our program offerings.

2. **Doctor of Academics: Jeffery Trask, PhD** leads the **Champaign County Christian Health Center**, a nonprofit organization that provides healthcare to those lacking dental or medical coverage. His support allows our students to gain practical experience in a real healthcare setting during externship hours. Students shadow Jeffery Trask, PhD volunteer dental providers, certified dental assistants, hygienists, and patient care assistants, gaining valuable exposure during their clinical hours every second and fourth **Tuesday** and **Wednesday** from 5:30 p.m. to 8:30 p.m., as well as at other scheduled times specifically for the DAAT program. Jeffery Trask, PhD, is **NOT** an employee of the Believers and Achievers Dental Administration Training Academy and does not receive compensation for his role. His contributions are invaluable in helping students gain real-world experience essential for their professional development.

In Addition

Jeffery Trask, PhD will allow our students to complete their externship training on Saturdays, week-11 allowing students to gain hands-on experience in a real dental office setting.

The **Urbana Health & Wellness Center** supports our Training Program by hosting informational sessions and facilitating oral healthcare seminars and workshops. These sessions allow prospective students and community members to learn more about our program and gain valuable insights into oral health practices.

The **Champaign and Urbana Public Libraries** collaborate with us to provide essential resources for our students. Through these partnerships, students have access to research support, computer usage, and assistance with homework and assignments after training hours, helping them achieve academic success.

Students are **NOT** required to have Champaign library accounts. Believers and Achievers Dental Administration Training Academy provides all necessary learning materials, including textbooks. The Champaign and Urbana Public Libraries serve as academic support teams for the academy, assisting students with research. They are not affiliated with Believers and Achievers but are collaborative part of the external support system for the DAAT program. The libraries are open to support our students after training hours.

As a **WIOA Training Provider**, we also collaborate with community organizations that support students by referring them to our program and assisting with tuition costs. Organizations such as the Salvation Army, the Department of Human Services (DHS), the Housing Authority, and Urbana Adult Education are just a few of our partners who help make this possible.

OPERATIONAL HOURS

Believers and Achievers Dental Administration' Training Academy admissions office is open Monday through Thursday from 8:00 a.m. to 5:00 p.m. Fridays from 8:00 a.m. to 12:00 p.m. The DAAT Program scheduled training morning hours are 8:00 a.m. to 12:00 p.m., Monday through Thursday, and evening training hours are 6:00 p. m. to 10:00 p. m. Monday through Thursday. Fridays are reserved for makeup days in reference to holidays or unforeseen situations. **See Holiday Schedule for Detail Schedule.**

Our computer training classroom comfortably seats 10 students, with no more than two students per table/workstation. Additionally, we provide a student lounge for use during breaks, and a breakroom for eating. The entire space spans 1,400 square feet.

The laboratory/clinical portion of the course will be held at a different location: 1401 S. State Street Champaign, This Dental Externship location has one level designed with both, medical and dental operatories, featuring five operatories and a laboratory. Each room is equipped with up-to-date equipment used for general dentistry and medical training.

Students will utilize the operatories, exam rooms, X-ray equipment, laboratory, sterilization area, and front desk during their clinical training. **See Clinical & Lab Hours for more details.**

COURSE LANGUAGE OF TRAINING

The program/courses are offered only in English. Believers and Achievers Dental Administration Training Academy does **NOT** offer ESL courses at this time

INSTITUTIONAL CALENDAR

This section outlines key dates for Believers and Achievers Dental Administration Training Academy to help students plan their academic activities. "We offer a flexible class schedule, allowing students to register for either morning or evening sessions. This option ensures that students can choose a class time that best fits their personal and professional commitments, providing greater convenience and accessibility to accommodate diverse schedules.", please note that course start dates, and other important dates may vary from year to year.

School Start Dates

The academy offers DAAT training courses three 3-times a year. Courses generally begin on the first Monday of January, April, and July. However, these dates are subject to change based on program requirements and enrollment.

Scheduled Course Start Dates:

- January Session: First Monday in January
- April Session: First Monday in April
- July Session: First Monday in July

Note: Please confirm specific dates with the academy administration, as adjustments may be made throughout the year.

Holiday Closures and Make-Up Days

The Believers and Achievers Dental Administration Training Academy observes all major holidays during which no classes or training will be held. In the event of a missed class due to a holiday, a make-up session will be scheduled on the following Friday.

- **Observed Holidays:** Most Major U.S. holidays (e.g., New Year's Day, Memorial Day, Independence Day, Martin Luther King Day, Labor Day, Thanksgiving, and Christmas).
- **Make-Up Days:** Fridays following any holiday-related closure.

Students are encouraged to keep Fridays open as potential make-up days to ensure continuity in their training.

Flexible Academic Calendar

As we are **NOT** on a traditional school-year schedule, please be aware that specific dates for midterms, finals, and other events may vary and will be communicated in advance. Regular updates on important dates will be provided via the academy's communication platform.

The Academy has several sessions of enrollment each year. If the training falls on a federal holiday, the class may close that day. If a federal holiday falls on a training day, there will be no class that day, and the class will resume that Friday of the same week. The course will not be shortened. Training classes are offered three (3) times a year (**January, April, July**).

DAAT PROGRAM POLICIES

DAAT Program Holidays

The program observes the following holidays: (CLOSED)

- New Year's Day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day-July 4th
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Equal Opportunity Policy

The Believers and Achievers Dental Administration Training Academy DAAT Program does not discriminate on the basis of race, color, national origin, religion, gender, age, or disability in providing educational programs and services or in employment opportunities and benefits. The program complies with the Americans with Disabilities Act of 1990 and does not discriminate on the basis of a disability in the operation of its educational programs or in its admission and employment practices. Special emphasis will continue to be placed on correcting conditions which may inadvertently discriminate against any individual with a disability.

Drug Free Policy

The unlawful manufacture, possession, consumption, distribution, sale, dispensation, or use of controlled substances including marijuana or alcohol or the appearance of a participant under the influence of drugs or alcohol on the premises is strictly prohibited at all times and is a violation of state law. In addition to criminal prosecution, participant offenders will be dismissed from the program.

Conduct and Discipline

The academy assumes that participants entering the academy are familiar with the rules governing proper conduct. The ownership and management of this institution acknowledges that all general and criminal laws of the state to be in full force and effect at the Institute. Dishonesty, disruption, or disorderly conduct is subject to disciplinary action or dismissal.

Weapons on the Premises

All people are prohibited from carrying weapons on the premises of this institution (excluding licensed law enforcement officers). State law prohibits the possession of firearms on the premises of any educational institution even for individuals with a concealed handgun license.

Code of Conduct

This code of conduct is given to you for your own benefit and protection so we can preserve the good spirit of the academy, please read carefully before signing the enrollment agreement. (**See Rules of Conduct Details**)

Tardiness is Not Tolerated

Punctuality is essential to maintaining a productive learning environment. Students are required to arrive on time for all scheduled classes and activities. Tardiness not only disrupts the class but also hinders the progress of both the individual and their peers.

Definition of Tardiness

Tardiness is defined as arriving more than 5 minutes after the scheduled start time of a class or activity.

Expectations

- Students must plan their schedules to ensure they arrive on time for all classes and activities.
- Students should anticipate and account for potential delays, such as traffic or personal responsibilities, to avoid being late.

Consequences of Tardiness

- **First Offense:** Verbal warning from the instructor.
- **Second Offense:** Written warning, which will be documented in the student's file.
- **Third Offense:** Mandatory meeting with the program director to discuss the issue, with the possibility of probation or dismissal from the program.

Exceptional Circumstances

In the event of an emergency, students must notify the instructor as soon as possible, preferably by phone. Documentation may be required to excuse the tardiness.

- Students are not allowed to bring food or beverages into the computer lab.
- Any disrespect, yelling, insults, obscene or indecent gestures towards a fellow classmate or to any administration official or teacher are strictly forbidden and will be subject to immediate termination.
- The use of cell phones during class is forbidden.
- The Academy phones are for business use only, and access to them by students is not allowed except for extreme emergencies or academy-related issues.
- No visitors, without authorization by officials, are allowed to remain on premises or in the classrooms.
- This is a **No Smoking** zone. Smoking is not allowed anywhere in this building.
- The possession and consumption of illegal substances and alcoholic beverages is strictly forbidden in the academy/student lab or premises and surrounding parking area. Any student found to be under the influence of illegal substances or alcohol in the class or premises will be terminated immediately.

GOOD STUDY HABITS:

Practice Good Study Habits

As an adult student you might need to balance work and study. It is important that you get organized and develop good study habits to become successful. Here are a few tips which you

1. Familiarize yourself with the course requirements Spend time looking over the course syllabus and other important course materials. Make sure you understand the course objectives, the scope of the material you will cover, and when assignments are due.
2. Create a study schedule and stick to it. You are responsible for your own learning experience. Try to set aside study time each day when your mind is fresh, and you will not be interrupted. As an online learner you don't have to attend traditional classes, but you do have to do work on a regular schedule to succeed.
3. Establish good study skills Remember that study includes many different tasks. When instructors talk about the need to study, they mean you should read review material, complete all homework, and review class notes, text assignments and supplementary material on a regular schedule.
4. Ask for help when you need it. Your instructor is there to help you, but since you are responsible for your learning experience, you will need to initiate contact with your assigned classroom coach.

DENTAL ADMINTRATIVE ASSISTANT COURSE DESCRIPTION

CIP CODE: 51.0705 - Medical Office Management/Administration

Program Description:

Believers and Achievers Dental Administration Training Academy provides one (1) Specialized Program: the Dental Administrative Assistant Training (DAAT) Program. Currently, No additional programs, courses, certificates, or certifications are offered through the academy. Students have the option to enroll in either the morning or evening class; however, they Must commit to their chosen schedule and cannot switch between the two once enrolled.

Important: Notice: Class Scheduling & Availability

To ensure a smooth scheduling process, please review the following information regarding class availability and registration: During the online registration process you must select either the morning or evening session based on your availability.

Class Availability & Scheduling Policy:

Each session requires a minimum of 5 students to open. We have a total capacity of 10 students across both sessions. If fewer than 5 students register for a session, that session will Not be offered. In this case, students from the closed session will be given the option to switch to the available session.

How We Will Notify You: You will receive updates about your session status via:

- Email through your student portal
- Text message to your phone
- Phone call

If your selected session does not meet the minimum requirement, we will contact you to discuss available options.

Description: Continue.....

The Dental Administrative Assistant Training (DAAT) Program is a specialized, short-term training program designed to prepare students for entry-level administrative roles in dental offices and clinics. The curriculum covers essential skills such as dental office procedures, patient communication, insurance billing, and the use of dental software systems.

The program aims to equip students with the knowledge and hands-on experience needed to efficiently manage front-office tasks, enhance patient experiences, and support the daily operations of dental practices.

Course Offerings:

Orientation to the Dental Profession -Students will learn the roles of the members of the dental healthcare team. The roles of the administrative assistant, HIPPA, basic dental terminology and dental procedures. 21.3 hours.

Communication and Telephone Technique - Identify elements of communication including verbal and nonverbal messages, interpersonal communication, barriers to effective communication, basic letter writing styles, ways to present the office in a positive image, problem-solving techniques with patients. 89.2 hours.

Managing Dental Office Systems – This unit will discuss basic and advanced functions of dental practice management software, daily computer tasks performed by administrative dental assistants, key elements in record keeping patient records, methods of collecting information to complete dental records, risk management of situations that leave patients unsatisfied, patient scheduling, recall systems, and inventory management. 63.9 hours.

Managing Dental Office Finances – This unit goes into the following: various financial policies and how they should be communicated to the patient, managing accounts receivable, collection process, classification of dental insurances, methods to file insurance claims, insurance information required to determine coverage, tracking insurance payments, completing claim forms, insurance codes, fraudulent billing, payroll calculations and reporting, financial records organization, financial reports used in a dental office. 42.6 hours.

| Program | Cost | Start Dates July 2024 Until June 2024 | 2024 | Max Class Per Cohort | Min Class Size Per Cohort |
|---------------------------------|-------------|--|------------------|-----------------------------|----------------------------------|
| Dental Administrative Assistant | \$6130.00 | January 8 - April 1 | April 23-July 12 | 10 | 5 |

ADMISSIONS REQUIREMENT FOR DENTAL ADMIN ASSISTANT PROGRAM

Admissions Requirements:

To be considered for admission to the Dental Administrative Assistant Training Program, students must be at least 18 years of age, legal residents of the United States, and meet the program requirements essential for their success.

First, applicants are expected to have foundational skills in basic math and numerical problem-solving, which are critical for handling various financial and administrative tasks within a dental office setting. Additionally, a solid grasp of basic reading and comprehension skills is required, enabling students to understand written materials such as instructions, patient records, and office communications.

Furthermore, students must demonstrate proficiency in alphabetical and numerical filing skills to effectively manage and organize patient files and documentation.

Basic Assessment Test Required:

As a final requirement, all applicants must pass an assessment test created by Believers and Achievers Dental Administration Training Academy using **Test-Invite** with a minimum score of 70%. This assessment ensures that students possess the necessary skills and knowledge to thrive in the program and fulfill the responsibilities of a dental administrative assistant.

Admissions Process:

There are no additional admission requirements beyond the academy's admission at this time. To start the admission process, go to the website online at www.Baaadmintraining.com. You must complete our online application and then upload the following documents sent via-Email: There is a **non-refundable \$25** application processing fee.

Admission is open to any qualified applicant. No qualified person may be excluded from enrollment in the academy training program based on age, race, gender, disability, or national origin. Applicants must meet the following criteria:

1. Must be at least 18 years of age and a citizen or legal resident of the United States.
2. Copy of government-issued ID/Passport
3. Copy of minimal High School Diploma or GED (high school or transcripts are acceptable).
4. Students must provide proof of up-to-date immunizations, including Hepatitis B, Tetanus, and other vaccines as required by Believers and Achievers Dental Administration Training Academy.
5. Students will receive an approval or denial letter within five (5) business days of completing the application requirements. Once you receive your acceptance letter, you must determine your funding.

If you have questions on funding, please contact the academy administrator at email@baaadmintraining.com or call (217) 607-8191 or (217) 607-1150

Cancellation Policy:

Believers and Achievers' Dental Administration Training Academy cancellation policy complies with the **PBVS Act of 2012**. Students are allowed to cancel enrollment within three (3) business days after signing the enrollment agreement and receive a full refund of tuition fees paid. Beyond this, refunds are prorated based on the percentage of the program completed, ensuring fairness and transparency. **See Cancellation Policy Details.**

ENROLLMENT REQUIRMENTS FOR DENTAL ADMIN ASSISTANT PROGRAM

Congratulations on being accepted into the (DAAT) Dental Administrative Assisting Training Program. The next steps will help you complete the enrollment process.

Application Process:

1. Decide your method of payment. (prior to the program start date, WIOA, Loan, payment plan) Fill out the payment plan agreement. This will be sent to you after you talk to the director of your program and come to an agreement on your choice of payment.
2. Log in to the student portal and fill out your Enrollment Agreement and Payment agreement.
3. Schedule time to pick up your Enrollment package

4. Get ready for your journey to becoming a qualified dental professional

****No Transferring or Granting of Credit****

Eligibility for Title IV Funding:

Currently, students at Believers and Achievers Dental Administration Training Academy are **Not** eligible for Title IV funding. The institution is **NOT** eligible for federal financial aid at this time. In the meantime, students may need to rely on personal financing options or alternative funding sources to cover their tuition.

TUITION AND FEES

The total cost of the course is \$6,130.00, including texts and all required course materials. Of that cost, \$1,000.00 is a registration fee, due at the time of the Enrollment Agreement, and is partially non-refundable three (3-7) business days after signing the Enrollment Agreement. It is required that the payment for materials and supplies be made in full one (1) week prior to the first day of class if no special payment arrangements have been made prior to that date. The materials and supplies are required to start the course. Once the student receives their materials and supplies, they cannot be returned. Some of the items are labeled and in a special order for each student. Costs are subject to change with notice based on the cost of the supplies. There are no additional fees for this course.

Supplies & Expenses:

Students in the Believers and Achievers Dental Administration Training Academy are provided with a uniform set valued at \$125, which includes one top, one bottom, and a pair of Crocs or tennis shoes. This attire is essential for maintaining a professional and hygienic environment during their lab sessions and clinical training within the externship portion of their program. Wearing the uniform reinforces both industry standards and professional habits, helping students gain familiarity with workplace expectations in the healthcare setting. Also, students will identify with the DAAT Training Program when shadowing during their externship.

NON-REFUNDABLE REGISTRATION FEE: \$1,000.00 (Applied Toward Tuition Fees)

TUITION: \$4,750.00

BOOKS & SUPPLIES: \$250.00

SCRUBS/ SHOES: \$125.00 (1-Top/1-Bottom) 1 Pair shoes

MISC EXPENSES: \$25.00 (Application Processing Fee)

OTHER: \$5.00

Other Includes: _____

Student Referral Bonus \$25.00

TOTAL COST FOR THE DAAT PROGRAM/COURSE: \$ 6,130.00

To be eligible for the **\$25.00** referral bonus, the referred student must meet the following conditions:

1. Accepted into the Program: The referred student must be officially accepted into the Dental Administrative Assistant Training (DAAT) Program.
2. Fully Enrolled: The referred student must complete the enrollment process and begin the program.
3. Program Completion: The referred student must successfully complete the entire program.

Once all these conditions are met, the referring student will receive the **\$25.00** referral bonus.

REFUND / CANCELLATION POLICIES

Refund Policy:

In accordance with the **Illinois Private Business and Vocational Schools Act of 2012 (Public Act 97-650)**, which mandates a **fair and equitable** refund policy, the institution follows all regulations set forth by the **Illinois Board of Higher Education (IBHE)**. This ensures that students who withdraw from the program receive refunds in compliance with state guidelines.

- The policy is clearly communicated to students before enrollment, allowing them to make informed decisions.
- Students who withdraw are refunded the remainder of their tuition, minus the non-refundable fees, according to the stated refund schedule.
- The policy is designed to balance fairness to students with the academy's operational needs.

Special Considerations for Pre-Class Withdrawals:

While a portion of the \$1,000 fee is retained, students withdrawing before classes begin may request a detailed explanation of the administrative costs associated with their enrollment. This ensures transparency and maintains trust in the academy's processes.

Program Preparations: Once a student is enrolled, the academy incurs administrative costs to secure materials and resources for the student's participation.

Limited Seats: Enrollment in the DAAT program is limited. Reserving your spot means that other potential students may be turned away, making it difficult to fill the seat if you cancel after the 3-7day period.

Commitment to Instruction: Resources, time, and effort are allocated for each enrolled student, and changes in enrollment after the **3-7day** period cause disruptions in class planning and scheduling.

Refund for Tuition:

- If a student withdraws from the program within the first 25% of the course duration, they are eligible for a 50% refund of tuition.
- If a student withdraws between 25% and 50% of the course duration, they are eligible for a 25% refund of tuition.
- No refunds will be granted after 50% of the course duration has passed.

Requesting a Refund:

- To request a refund, students Must submit a written request, Via email, or in-person to the program admissions office. Refunds will be processed within 30 days of the approved request.

STUDENTS RIGHT TO CANCEL

An applicant who provides notice of cancellation within three (**3**) business days of signing an enrollment agreement is entitled to a refund for all monies paid. Believers and Achievers Dental Administration Training Academy will provide a refund within **30 days** of written notice (delivered in person or certified mail, or email accepted). The refund will be given in the same method the payment was made except cash. Cash will be returned with a check. Any checks will be returned to the person that wrote the check. Credit Cards payments will be returned to the card of the credit card owner. Credit card fees are forfeited.

APPLICANT REJECTION

In cases of cancellation due to rejection of an applicant by the institute, program cancellation by the academy, a 100% refund will be provided within **30 days** of the course's start date. Full tuition fees are due at the end of the 6th week of the course (Friday) by 12:00 pm. To withdraw from Believers and Achievers Dental Administration Training Academy, the student may submit a request letter in writing, via phone, via email, or verbally in person request to withdraw before the first day of class to receive a full refund. If class has begun, please refer to the Believers and Achievers Dental Administration Training Academy cancellation policy. (**See Full Details Below**)

Application Fee:

- There is a **non-refundable \$25 application fee** for all applicants. This fee covers the cost of processing the application and is not refunded, regardless of the admission decision.

Registration/Tuition Deposit:

- A **\$1,000.00 refundable registration/tuition deposit** is required for students who are accepted into the DAAT program. This amount is applied toward the total tuition cost upon enrollment.
- If in the case a student **is Not Accepted** into the program, the full tuition deposit of \$1,000.00 will be refunded within **30 days** of the application decision.

Right to Cancel Within (3) Business Days:

- Students have the right to cancel their enrollment within three (3) business days of signing the enrollment agreement. In this case, students will receive a **full refund**, including the \$1,000.00 registration deposit, but excluding the \$25 application fee, which is non-refundable.

Cancellation Within (3-7) Business Days:

- If a student cancels their enrollment **after three (3) business days but within seven (7) business days** of signing the enrollment agreement:
 - The **\$1,000.00 registration deposit** will be **partially refundable**. The academy will **retain \$100-\$200** from the deposit to cover administrative costs such as enrollment processing, preparation of materials and work already performed.
 - The remaining balance of the deposit and any additional payments made beyond the deposit will be refunded.

Cancellation After 7 Business Days:

- If a student cancels **after seven (7) business days** of signing the enrollment agreement
 - The **\$1,000.00 registration/tuition deposit** is **non-refundable in full**.
 - Any refunds on additional tuition payments made will be subject to a **pro-rated refund policy** based on the percentage of the program completed.

Pro-Rated Refund Policy:

- For cancellations beyond seven (7) business days, refunds will be calculated on a pro-rata basis depending on the portion of the program that has been completed at the time of cancellation. This ensures fairness and transparency in the refund process.

Cancellation Request Process:

- Students Must submit their cancellation requests in **writing, via email or in-person** to the administration office. The request must include the students' full name, program enrolled in, date of enrollment, and a brief reason for cancellation.

Refund Processing:

- All refunds will be processed within **30 days** of the approved cancellation request.
- Refunds will be issued using the **same payment method** the student originally used. For example, if a student paid via credit card, the refund will be issued back to the same credit card. If the payment was made via bank transfer, the refund will be returned to the same bank account. **Note:** No cash refunds given.

STUDENT WITHDRAWAL OR TERMINATION AFTER COURSE START DATE

The academy will retain a portion of the registration fee of \$1,000.00 dollars if the refund period has expired. An applicant not requesting cancellation by his/her specified starting date will be considered a student.

1. If a credit card was run to pay for the course, the fees associated with that transaction will be forfeited. The money will be returned to the same card. Checks will be written and returned to the person that owns the check once it's cleared. We do not give cash refunds. The student will receive a check.
2. Cancellations or Withdrawal the student may submit a request letter in writing, via phone, via email, or verbally in person request to withdraw before the first day of class to receive a full refund.
3. Termination date for tuition refund computation purposes is the last date of actual attendance or when the last graded class assignment is submitted by the student (whichever date is most recent), unless earlier written notice is received.
4. After the 6th week of the class's start date, no refund will be awarded, and full tuition is due.
5. Refunds due will be made within 30 days of termination or receipt of cancellation notice...
6. If the academy cancels a course (12 weeks) for whatever reason (class size, etc.), the student will receive a full refund, or the student may apply the credit toward another class at a later date. The minimum number of enrollees will be ten (10) students. Should an applicant/student cancel or is terminated for any reason all refunds will be given according to the following policy and schedule assuming the student paid in full:

Time of Withdrawal Amount refunded:

After attending 1 week 90% of tuition (\$5517)

After attending 2 weeks 80% of tuition (\$4904)

After attending 3 weeks 70 % of tuition (\$4291)

After attending 4 weeks 60% of tuition (\$3678)

After attending 5 weeks After attending 6 weeks Continuing class into the 7th week 50% of tuition (\$3065) 50% of tuition (\$3065) No Refund.

FUNDING AND FINANCIAL ASSISTANCE

You have the option to pay your full tuition before the program's start date. We accept cash, credit cards, money orders, and cashier's checks. You may apply for a student loan through our partner company below. The process can take **7-30 days**. www.Denefits.com 12 months No interest, Student loans must be paid to loan company. There are \$40 activation fees, and 3% application and upfront associated fees Students interested in military grants may contact the appropriate liaisons: <https://benefits.va.gov/gibill/> 1-888-GI-BILL-1 OR 1-800-827-1000 MyCAASchools@militaryonesource.mil 334-517-6160, option 2

In addition.....

Believers & Achievers Training Academy utilize out third party Denefits for our in-house financing opportunities. All financing agreements and repayment plans are managed through Denefits' online platform, and there is no physical paperwork required. Students can apply for financing directly through our Denefits portal, where they will find the terms and conditions, payment schedules, and repayment agreement details. This online system ensures a smooth and secure process for managing financing without the need for traditional documentation.

WIOA-Grants do NOT have to be repaid. The grant process can take up to **30 days** to process. You must have your grant approval before the course starts. The grant can be applied for on <https://www.illinoisworknet.com/>

BELIEVERS AND ACHIEVERS DENTAL ADMINISTRATION TRAINING ACADEMY'S IN HOUSE PAYMENT PLAN

Believers and Achievers Dental Administration Training Academy payment plan will not extend past the halfway point of the course. The institution will take the remaining balance of tuition left after paying the initial \$1,000.00 payment to enroll and divide it by the halfway point of the course.

For each week for six weeks example, the DAAT program is 12 weeks long and total costs \$6,130. You must pay \$1,000.00 to enroll. The balance is \$5,130.00. We divide the balance by six weeks. The students will have to pay \$855.00.

Student Payment Plan Schedule:

Total Tuition: \$6,130.00

Enrollment Payment: \$1,000.00 Remaining Balance: \$5,130.00 Weekly Payment Amount: \$855.00 Initial Payment (Enrollment): \$1,000.00

Week 1 (Due by (Date): \$855.00

Week 2 (Due by (Date): \$855.00

Week 3 (Due by (Date): \$855.00

Week 4 (Due by (Date): \$855.00

Week 5 (Due by (Date): \$855.00

Week 6 (Due by (Date): \$855.00

STUDENTS FAILURE TO PAY

Failure to pay an agreed-upon payment plan is grounds for termination. There will be a late fee of **\$25.00** per missed installment. If a student goes more than **30 days** without payment, the student will be turned over to a collection agency. The students will be responsible for any balance they have with the academy in addition to the collection agency fees. **RFGI Collection Agency.**

CLASSROOM FORMAT & TRAINING FACILITY

The Dental Administrative Assistant Training (DAAT) Program spans 12- Weeks, with a total of 16 weekly clock hours. Enrichment sessions are held daily from 8:00 a.m. to 9:00 a.m., during which students may choose to share personal stories of overcoming obstacles. The program consists of 217 classroom hours, with no more than 10 students per class, ensuring a 1:10 student-to-coach ratio and 1:5 for simulated front desk sessions. Upon successfully completing the program, students will be awarded a certificate of completion.

Students must complete a total of 217 hours of classroom training. Of these, 25 hours are designated for clinical training, which takes place off-site and must be scheduled at least one week in advance. Clinical training hours are available Monday through Friday from 8:00 a.m. to 12:00 p.m. However, during the week, students will only participate in **shadowing only**, and no clinical training hours will be conducted. Externship hours take place every 2nd and 4th Tuesday and Wednesday, as well as on Saturdays from 8:00 a.m. to 4:30 p.m. Students must schedule their clinical hours one week in advance and can choose either the morning shift from 8:00 a.m. to 12:00 p.m. or the afternoon shift from 1:00 p.m. to 4:30 p.m.

Classes are conducted in both a modern training facility and a traditional classroom, offering students hands-on experience in various aspects of dental administrative assisting. The enrichment sessions take place in a multimedia-equipped training area that comfortably seats 10 students. During these sessions, students review instructional materials and can ask questions as needed.

The clinical and lab portions of the program occur in an actual dental practice near the academy, giving students real-world, hands-on training in a functioning dental environment. Instructors

will rotate students through different areas, such as the operatory, sterilization, laboratory, and treatment rooms, ensuring well-rounded, practical instruction.

LEARNING MATERIALS

The following textbook will belong to the student for classroom training.

Dentrix G7.7 through HENRY SHEIN By Microsoft. The student will receive worksheets and handouts to study from and keep them in a folder for future references.

EQUIPMENT PROVIDED

Classes are held in a modern facility with ten three-in-one computers. The academy provides the following to each student in their enrollment package:

- Textbook **No** workbook
- 1 Personalized Name Badge
- 1 Personalized Binder for Portfolio
- Each student receives all hand-outs and PPE supplies needed for training and to perform tasks.

Students work in treatment or specialty rooms in small groups so that each student has the opportunity to use the required tools and equipment in each room. Once a student opens their enrollment package and order uniforms, we cannot take it back and give it to another student. Supplies are given as needed throughout the program. Each student will be assigned a workstation in the computer lab, and they will be required to use that computer daily during the duration of their training.

TEACHING DEVICES

- Various modern dental office software Dentrix.
- Live Dental Office Reception Area
- Fully equipped office and computers, scanner machine, fax, multiple phone lines, reference books and magazines, mouth models for each workstation.

Audio/Visual Aids

- Big Screen Projection TV
- PowerPoint Presentations
- Kahoot Games

INTELLECTUAL PROPERTY

At Believers and Achievers Dental Administration Training Academy, we value the creation and sharing of original work and ideas that contribute to the growth and enrichment of our learning community. This Intellectual Property Policy outlines the rights and responsibilities related to materials and content created within the Academy's programs.

1. **Student-Created Content**

- All work created by students as part of their coursework, including but not limited to assignments, projects, presentations, and written materials, remains the intellectual property of the student. However, by participating in Academy programs, students grant Believers and Achievers Dental Administration Training Academy a non-exclusive license to use, display, and distribute these materials for educational and promotional purposes, without any compensation to the student.
- Students are encouraged to collaborate and share insights with peers, respecting the intellectual property of others by not distributing or misusing their classmates' original work.

2. **Instructor and Academy Materials**

- Course materials, including handouts, presentations, syllabi, and training manuals created and provided by Believers and Achievers Dental Administration Training Academy or its instructors, are the exclusive intellectual property of the Academy.
- Students are permitted to use these materials for personal educational purposes only. Copying, distributing, or using these materials outside of the program without written permission from the Academy is prohibited.

3. **Use of Academy Branding and Resources**

- Believers and Achievers Dental Administration Training Academy's logos, names, and branding elements are protected by intellectual property laws. Use of these branding elements without explicit permission from the Academy is not permitted.
- Students and staff must use the Academy's resources, such as study materials and online content, responsibly and in a manner that aligns with the Academy's policies.

4. **External Publications and Research**

- Any research or publications produced by students or staff based on their experiences at the Academy must acknowledge Believers and Achievers Dental Administration Training Academy if the Academy's resources, facilities, or training were used.
- Permission must be obtained in writing from the Academy before publishing any content that directly refers to the Academy's internal curriculum, policies, or proprietary materials.

COPYRIGHT INFRINGEMENT POLICY

Individuals using computers and networks at Believers and Achievers Dental Administration Training Academy are responsible for complying with copyright laws and the academy's policy and procedures for computer use. The Digital Millennium Copyright Act (DMCA) of 1998 amends the federal copyright law to provide certain liability protections for online service providers when their computer systems or networks carry material that violates(infringe)

copyright law. The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either electronic mail or paper letter) and must include all of the following elements:

- Physical or electronic signature
- Identification of the infringed work
- Identification of the infringed material
- Contact information for the complainant, e.g., address, telephone number, electronic mail address
- Statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner or the law
- The statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the copyright owner.

The academy's users should not download, upload, transmit, make available or otherwise distribute copyrighted material without authorization using the academy's computer systems, networks, Internet access or storage media. This is inclusive of utilizing unlicensed/unauthorized peer-to-peer file services that would promote copyright infringement. Students, instructional staff, and administrative staff are not allowed to make copies of textbooks or examinations for personal use of peers. Copying textbooks and other copyrighted material is against the law. Users who violate this policy are subject to disciplinary action as appropriate under the circumstances. Disciplinary action may include suspension, dismissal, and legal action.

Disclaimer:

Believers and Achievers Dental Administration Training Academy respects the intellectual property rights of others and expects its students, staff, and partners to do the same. Unauthorized use, reproduction, or distribution of copyrighted material without permission may violate copyright laws and the institution's policies. All reported instances of copyright infringement will be reviewed and addressed in accordance with applicable laws and regulations.

ABOUT THE FIELD OF DENTAL ADMINISTRATIVE ASSISTANCE

Program Information:

The role of an entry-level Dental Administrative Assistant primarily manages front desk responsibilities in a dental office, providing support to both patients and clinical staff.

Responsibility:

1. Appointment Scheduling: They schedule and confirm patient appointments, ensuring the dental office operates on an organized schedule.
2. Patient Interaction: Greeting patients, answering phone calls, and responding to inquiries create a positive and welcoming environment for patients.
3. Record Management: Maintaining patient records, including personal information, treatment plans, and billing details, is a crucial responsibility.

4. Billing and Insurance: Assisting with billing procedures, processing insurance claims, and helping patients understand financial arrangements.

5. Administrative Support: Providing general administrative support, such as managing correspondence, filing, and maintaining office supplies.

Skills & Qualifications:

6. Communication Skills: Effective communication is essential for interacting with patients, colleagues, and dental professionals.

7. Customer Service: A friendly and helpful demeanor contributes to a positive patient experience.

8. Detail-Oriented: Attention to detail is crucial for accurate record-keeping, billing, and administrative tasks.

9. Organizational Skills: Managing appointments, records, and administrative duties requires strong organizational abilities.

Training & Education:

10. Educational Requirements: Entry-level positions typically require a high school diploma or equivalent.

11. Career Training: Many entry-level Dental Administrative Assistants receive career training to learn specific office procedures and software

CERTIFICATION: CERTIFICATE PROGRAM:

Certification: While certification isn't always required for entry-level roles, becoming a Certified Dental Office Assistant (CDOA) can significantly enhance career opportunities. Information on CDOA certification is available at [nccboard.org](<https://nccboard.org>) under **Allied Health Careers**.

Career Progression: With experience and additional training, Dental Administrative Assistants can advance to roles with more responsibilities or specialize in areas within dental administration

****NO STUDY GUIDE INCLUDED: (CDOA) CERTIFIED DENTAL OFFICE ASSISTANT****

SPECIAL NEEDS AND ACCOMODATIONS

A student is eligible for consideration for accommodations and/or auxiliary aids and services if the student has a disability and the director has met with the student and determined that the functional limitations of the disability require such accommodation, auxiliary aids, and/or services. Students must submit requests with supporting documentation prior to enrolling into any programs to ensure their needs can be met at the institution. Once documentation has been submitted, reasonable and appropriate accommodations will be implemented, if possible, based on the student's specific disability and the functional impact of the disability on the student's daily activities and academic obligations.

ATTENDANCE POLICY

At Believers and Achievers Dental Administration Training Academy's Dental Administrative Assistant Training (DAAT) Program, attendance and punctuality are critical to ensuring the success of each student. This policy outlines the expectations for student attendance, the process for reporting absences, and the consequences for failure to meet attendance requirements.

Attendance Requirements:

Students are expected to attend all scheduled classes, labs, and externships. Full participation is essential to ensure you acquire the necessary skills and knowledge to complete the program successfully. Missing any portion of the curriculum may result in difficulties mastering the material.

Classroom Hours:

Students are required to attend all scheduled class hours based on their enrollment: 8:00 AM – 12:00 PM for morning sessions or 6:00 PM – 10:00 PM for evening sessions. Attendance must align with the session they are registered for, and students cannot alternate between morning and evening classes.”

Clinical/Lab Hours:

Students are required to complete scheduled clinical/lab training hours at the assigned location.

Externship: Externship hours **Must** be scheduled one week in advance and completed during the assigned times.

Tardiness and Absence Policy

Tardiness

Students are expected to arrive on time for all classes, clinical/lab sessions, and activities. If a student is more than 5 minutes late, they will not be permitted to enter the class as tardiness disrupts the learning environment. The student will need to reschedule the missed time through a one-on-one session with the instructor.

Absence Reporting

It is the student's responsibility to inform the instructor or assigned coach as soon as possible if they are unable to attend class due to illness or another valid reason.

- **Excused Absences:** If a student misses more than two days due to illness, they must provide a doctor's note upon returning and schedule make-up sessions for any missed training.
- **Unexcused Absences:** Excessive unexcused absences may impact the student's ability to complete the program on time. Students with a pattern of unexcused absences may face dismissal from the program.

Make-Up Policy

Students who miss class time must arrange make-up sessions with the instructor/coach at their convenience. It is important that make-up sessions are scheduled promptly to avoid falling behind in the program.

Consequences for Excessive Absences

If a student misses more than 20% of the total program hours (including classroom, clinical/lab, and externship), they may face academic probation or dismissal from the program. The Director reserves the right to review individual cases and apply appropriate consequences.

CODE OF CONDUCT

Believers and Achievers Dental Administration Training Academy's DAAT Program is committed to fostering a professional and respectful environment conducive to learning and personal growth. This Code of Conduct outlines the expectations for student behavior and serves as a guide for maintaining a positive, safe, and effective training experience.

1. Professionalism and Integrity

Students are expected to maintain professionalism and integrity throughout their time in the DAAT Program. This includes:

- **Respecting Instructors and Peers:** Always treat instructors, coaches, and fellow students with courtesy and respect, both inside and outside the classroom. Any form of harassment, discrimination, or bullying will not be tolerated.
- **Honesty and Accountability:** Be truthful in all academic and personal interactions. Cheating, plagiarism, or falsifying any documents or assignments is prohibited.
- **Dress Code:** Students are required to dress in business professional attire, which includes the DAAT Program scrubs during externship classroom training hours.

2. Attendance and Punctuality

Punctuality is an essential part of professional development.

- Students are expected to attend all classes, labs, and externship sessions on time. Any student arriving late to class may face disciplinary actions, which include written notice and final notice, and dismissal from the program.
- Students must notify instructors in advance of any planned absences and provide appropriate documentation for any extended absence.

3. Classroom Etiquette

- **Preparedness:** Students should come to class prepared with all necessary materials, having completed any assigned reading or homework.
- **Participation:** Active participation in discussions, group activities, and practical exercises are encouraged to enhance learning outcomes.

- **Technology Use:** Mobile phones and other electronic devices must be turned off or placed in silent mode during class sessions, unless they are required for instructional training purposes. Unauthorized use of technology during class can lead to warnings or loss of privileges.

4. Clinical and Externship Conduct

When attending clinical or externship training, students represent the DAAT Program and Believers and Achievers Dental Administration Training Academy to the broader community. As such, students must:

- **Follow Professional Guidelines:** Comply with all clinical site policies and adhere to instructions from supervisors and externship coordinators.
- **Maintain Confidentiality:** Students must respect patient privacy and confidentiality as mandated by HIPAA regulations. Breach of patient confidentiality can result in immediate dismissal from the program.
- **Professional Behavior:** Display professionalism, including appropriate communication, respectful behavior, and adherence to safety protocols, at all times.

5. Use of Academy Property

- **Respect for Facilities and Equipment:** Students are responsible for keeping the classroom, clinical/lab, and externship sites clean and treating all equipment and materials with care. Any damage or misuse of academy property may result in financial liability and disciplinary actions.
- **Technology Access:** Any computers or technology used within the program should be treated respectfully and only for educational purposes. Inappropriate use of technology or unauthorized access to systems is not permitted.

6. Social Media and Public Behavior

- Students must be mindful of how they represent themselves and the program on social media and in public:
- **No Unauthorized Photos or Videos:** Photography, video recording, or audio recording is not allowed in the classroom or clinical/lab settings without the explicit consent of all parties involved and approval from the program director.
- **Social Media:** Students are prohibited from discussing any confidential program, patient, or clinical information on social media platforms. Breaching these policies may result in serious consequences, including dismissal from the program.

7. Disciplinary Actions

Failure to adhere to the Code of Conduct can result in a range of disciplinary actions, including:

- Verbal or Written Warnings
- Probationary Status
- Temporary Suspension from the Academy
- Dismissal from the DAAT Program

The DAAT Program reserves the right to review and adjust disciplinary action based on the severity of the violation. In the case of dismissal, the student will be required to attend a meeting with the Director to discuss the reasons for dismissal and the process for potential reinstatement, if applicable.

DRESS CODE

Good grooming and an attractive appearance are very important when working as a healthcare professional. Therefore, while attending class at Believers and Achievers Dental Administration Training Academy, students are expected to dress appropriately and behave in a professional and business-like manner. Students are required to wear business professional attire during classroom training and crock/sneakers and scrubs during their externship. Students may purchase black lab coats if they choose. **(NOT Included In Tuition Fees)**.

Note: Please dress professionally using the guidelines below. Business casual is crisp, neat, and should look appropriate. Avoid tight or baggy clothing.

Guidelines:

- Shirts: Collar shirts are required and should be tucked in (Men)
- Socks: Wear dark socks, mid-calf length
- Shoes: Sandals, No athletic shoes or hiking boots, dress shoes Only during classroom training
- Avoid extreme jewelry styles (hoop earrings, facial piercings that can be harmful while working in a healthcare setting, etc.)
- Skirts: no more than 2 inches above the knee
- Wear casual pants or skirts. Neither should be tight. Fabrics should be crisp and clean. Colors should generally be solid; navy, black, gray, brown and khaki are always best.
- Skirts should come at least to the knees while standing. While seated, thighs must be covered. Revealing slits is not acceptable. Slips should not be visible.

Grooming Suggestions:

- Hair should be clean and neat
- Shoes should be in polished condition
- Nails should be clean and short; no more than 1mm past the fingertip
- Perfume or cologne should be used sparingly or not at all

- No odors on clothes
- Do not smell like smoke
- Toes should be covered during clinicals. No high heels or platform shoes.(Externship only) Make sure you can walk comfortably!

Examples of Unacceptable Attire:

- Mid-drift or low-cut tops
- flip flops, bedroom slippers
- Sweatshirts
- Short skirts
- Shorts
- Cargo pants or Capri-pants
- Backless, low cut or bare shouldered clothing
- Leggings
- Artificial fingernails are also unacceptable and prohibited on externships in health institutions as they have been linked to infectious disease transmission. (Reference: **PubMed**)

RULES OF CONDUCT

Students are expected to conduct themselves professionally and demonstrate respect for instructors and classmates at all times.

The academy administration reserves the right to terminate any student guilty of the following:

- Not complying with school rules and regulations
- Creating a safety hazard to other students
- Disobedient or disrespectful behavior to faculty members or other students
- Unsatisfactory academic progress
- Poor attendance
- Unprofessional conduct
- Failure to remit payments when due
- Cheating
- Falsifying records
- Breach of the enrollment agreement
- Entering any school site while under the influence or effects of alcohol, drugs, of narcotics of any kind
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind, including intimidation and discrimination,

The institute will notify the students in writing of the offense. The student will meet with the institute Administrator before returning to class. The administrator will determine whether or not

the student may continue in the program. If the administrator decides to terminate the student, a refund will be given according to the refund policy

STUDENT DAILY-ENRICHMENT SESSIONS

Daily Enrichment and Motivational Sessions

The Daily Enrichment and Motivational Sessions are designed to inspire and prepare students mentally and emotionally for a successful day of learning. These sessions align with our program's objectives by fostering a positive mindset and providing tools for personal and professional growth.

1. Purpose:

- To energize and motivate students before beginning classroom training.
- To set a positive tone for the day, encouraging focus and engagement.
- To provide opportunities for reflection, goal-setting, and reinforcement of core program values.

2. Format:

- Sessions may include motivational talks, mindfulness exercises, or group discussions to promote positivity and readiness.
- Activities such as affirmations, team-building exercises, or sharing success stories to build confidence and camaraderie.

3. Benefits:

- Helps students start each day with a sense of purpose and motivation.
- Encourages a growth mindset and resilience in overcoming challenges.
- Strengthens the connection between students and the program's core objectives, ensuring they feel supported and empowered.

CLINICAL AND LAB HOURS

Clinical, lab, and/or hands-on training is required for **DAAT** program at the academy. If you choose the **DAAT** program, be sure to review the requirements for the program to ensure you can complete the required training within the specified timeframe of the program.

HOMEWORK, QUIZZES & EXAMS

There will be homework assignments given every week and will be due the following week. Students will have two quizzes a mid-term in 6 weeks and a final prior to the last week of class, one written exam, HIPPA exam, clinical or Lab hands-on final accessing hands-on training. approved makeup for any assignments must be completed or turned in before the following class. Students must maintain a 70% average.

Grading Policy

Practical/Clinical Performance Evaluation

The Practical/Clinical Performance component, which accounts for 10% of the overall grade, is evaluated by the instructor or assigned clinical coach. Students are assessed based on their ability to demonstrate the skills and knowledge they have learned in a hands-on setting.

Assessment Criteria:

- **Skill Proficiency:** Students must effectively perform assigned tasks related to dental administrative duties, such as scheduling, patient communication, or record management, in accordance with program standards.
- **Professionalism:** Students are evaluated on their behavior, communication skills, and adherence to workplace etiquette.
- **Accuracy and Efficiency:** The quality and timeliness of completed tasks are key components of the evaluation.

Evaluation Process:

- Instructors or clinical (RDA)- Registered Dental Assistants observe students during scheduled practical/clinical training class.
- Students may complete tasks or simulations under supervision to demonstrate their competency.
- A grading rubric, designed to ensure fair and consistent evaluation, is used to assess performance.

This approach ensures that students are evaluated fairly and receive feedback to improve their practical skills, preparing them for real-world application in the dental administration field.

Students in the **DAAT** Program will be graded based on the following criteria:

- **Class Participation (20%):** Active involvement in discussions, group work, and activities.
- **Assignments (30%):** Completion of assigned tasks and projects within the designated timeframe.
- **Exams/Quizzes (40%):** Regular assessments will test the students' understanding of key concepts and skills.
- **Practical/Clinical Performance (10%):** Evaluation of skills demonstrated during hands-on training sessions or clinical labs.

Grading Scale:

A: 90 – 100%

B: 80 – 89%

C: 70 – 79%

D: 60 – 69%

F: Below 60%

A passing grade is required to successfully complete the DAAT Program. Students who fall below average 70% will be required to meet with their instructor for further guidance.

Leave of Absence and Withdrawal Policy

Believers and Achievers Dental Administration Training Academy recognizes that circumstances may arise that require a student to take a leave of absence or withdraw from the program. The following policies apply:

Leave of Absence (LOA):

- Students may request a leave of absence for personal, medical, or other reasons by submitting a written request to the program director.
- LOAs may be granted for up to 1-2 weeks. Extended leaves may be considered on a case-by-case basis.
- During the LOA, students are not permitted to attend classes or participate in clinical/lab training.
- Upon return, students must meet with their instructor/coach to create a plan for completing missed coursework or clinical hours.

Withdrawal:

- If a student wishes to withdraw from the program, they must submit a written notice of withdrawal to the program director.
- The date of withdrawal will be recorded as the last date of attendance.
- Students who withdraw from the program are responsible for any outstanding tuition fees in accordance with the program's refund policy.
- Re-enrollment following withdrawal requires approval from the program director and may involve additional fees.

CONSUMER INFORMATION

All schools are required to make available, at a minimum, the following disclosure information clearly and conspicuously on their, 1) internet website, 2) school, and 3) as an addendum to their enrollment agreement:

- Number of students who were admitted in the program as of July 1 of that reporting period.
- The number of additional students who were admitted in the program during the next 12 months and classified in one of the following categories: new starts, re-enrollments, and transfers from other programs at the school.
- The total number of students admitted in the program during the 12-month reporting period.

- The number of students enrolled in the program during the 12-month reporting period who: transferred out of the program and into another program at the school, completed or graduated from a program, withdrew from the school and are still enrolled.
- The number of students enrolled in the program who were: placed in their field of study, placed in a related field, placed out of the field. Not available for placement due to personal reasons and not employed.
- The number of students who took a state licensing exam or professional certification exam, if any during the reporting period, as well as the number who passed.
- The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period (pending reasonable efforts to retain this information from the graduates).
- The average starting salary for all school graduates employed during the reporting period (pending reasonable efforts to retain this information from graduates).

STUDENT COMPLAINTS AND GRIEVENCE

At Believers and Achievers Dental Administration Training Academy, we take student concerns seriously and aim to resolve issues in a fair and timely manner. If you encounter any problems or have grievances, the following process is in place:

Procedure:

1. **Informal Resolution:** Before filing a formal complaint, students are encouraged to first address their concerns with the instructor, coach, or program administrator to seek an informal resolution.
2. **Formal Complaint:** If an issue cannot be resolved informally, students may file a formal written complaint to the program director by completing the complaint form available at the administration office.
3. **IBHE Complaints:** If a student feels their complaint has not been adequately addressed by the program, they may contact the **Illinois Board of Higher Education (IBHE)**. Complaints can be submitted via email at complaints@ibhe.org or by calling (217) 557-7359. Students may also mail complaints to: **IBHE 1 N. Old State Capitol Plaza, Suite 333, Springfield, Illinois, 62701; Visit Website www.ibhe.org**

All complaints will be addressed promptly, and students will be informed of the outcome as soon as a resolution is reached. The time required for resolution may vary depending on the nature of the complaint.

STUDENT RECORDS AND PRIVACY

Believers and Achievers Dental Administration Training Academy adheres to strict policies regarding the privacy and retention of student records. Student information is confidential and will only be shared with authorized personnel or as required by law.

Record Retention:

- Student records, including transcripts, attendance records, and performance evaluations, will be maintained permanently following the student's graduation or withdrawal from the program.
- Students may request access to their records by submitting a written request to the administration office.

Privacy Protection:

- Believers and Achievers Dental Administration Training Academy complies with the Family Educational Rights and Privacy Act (FERPA) to protect the privacy of student information.
- Students' personal information, academic records, and clinical performance evaluations will not be shared without the student's written consent, except in cases required by law or accreditation.

STUDENT SUPPORT AND RESOURCES

Believers and Achievers Dental Administration Training Academy is committed to supporting students throughout their educational journey. The following resources are available to all students:

- **Academic Coaching:** One-on-one sessions with instructors or assigned coaches to help with coursework, time management, and study strategies.
- **Career Assistance:** Guidance on resume building, interview preparation, and job placement assistance.
- **Tutoring:** Additional tutoring is available for students who require extra help with course material.
- **Online Assistance:** Virtual classroom assistance is available for students who need help outside of regular classroom hours. **(See Personal Coach Assigned).**
- **Library Support After Hours:** Provide essential resources in skill-building and literacy programs and services
 - Increase basic technology assistance and instruction to individuals and groups
 - Train and promote staff as experts in assisting job seekers, displaced workers, and entrepreneurs
 - Explore making additional space available in the future for small business acceleration or workforce training

Students are encouraged to take advantage of these resources to ensure academic success and personal development.

INSTITUTION POLICIES

The academy's purpose is to sufficiently train its students for entry-level positions or aid its students in excelling in careers relating to healthcare.

We are committed to customer satisfaction, internal (students), and external (clinics employing our students). We conduct our business by:

- Honestly, and accurately representing our services, terms, and conditions
- Communicating in a respectful and courteous manner
- Responding to inquiries and complaints in a constructive, timely way
- Maintaining appropriate security policies and practices to safeguard information
- Assuring truth and fairness in advertising

Academic Dishonesty

Academic dishonesty will not be tolerated at this institute. Academic dishonesty examples include, but are not limited to:

- Cheating
- Plagiarism
- Falsification and fabrication (lying or distorting the truth)
- Helping others to cheat
- Unauthorized changes in official documents or quizzes
- Pretending to be someone else or having someone else pretend to be you
- Making or accepting bribes, special favors, or threats

Consequences:

- Failing grade for the work involved
- Removal from the course with a failing grade
- Punishment enforced by the academy's policies on academic dishonesty

What is Plagiarism? Turning in work not written by you or turning in work that lacks proper citation. Do your work. If you use someone else's ideas in your written work, cite them.

Suppose you are found to have violated the policy. In that case, the minimum penalty is a failure on the assignment, and a disciplinary record will be established and kept for no more than three years. You may also be removed from the course without any refund.

In Addition....

Use of AI for Assignments:

The academy recognizes the potential of Artificial Intelligence (AI) tools as educational aids. However, the use of AI in assignments must align with the principles of academic integrity and the learning objectives of the program.

1. Permissible Use:

- AI tools may be used for research, grammar checks, or generating ideas, provided they complement the student’s own work and thought process.
- Students **Must** properly cite AI-generated content if it is used in their assignments.

2. Prohibited Use:

- Submitting assignments or tasks that are wholly or substantially created by AI as original work is considered academic dishonesty.
- Using AI tools to bypass skill development (e.g., writing or critical thinking) undermines the purpose of the training program and is **Not** allowed.

3. Assessment and Verification:

- Instructors may require students to demonstrate understanding or provide evidence of their independent work through verbal explanations, drafts, or additional assessments.

4. Consequences:

- Violations of this policy will be treated as academic dishonesty, subject to the consequences outlined in the Academic Dishonesty Policy, including potential grade penalties or dismissal from the program.

INSURANCE AND SURETY BOND POLICY

General Insurance Policy:

Believers and Achievers Dental Administration Training Academy, maintains a general liability/professional insurance policy to protect the institution, staff, and students during training and other academy-related activities. This policy provides coverage for incidents or accidents that may occur on academy property or during academy-sponsored events (externship). The insurance is designed to ensure that the academy can address claims related to injury, property damage, or other liabilities that may arise during the training program.

Medical Coverage for Students:

While the academy provides certain protections through its insurance policy, we strongly encourage all students to have their own personal medical insurance coverage. In the event of illness, injury, or medical emergencies, having individual medical insurance ensures that students can access appropriate care without significant financial burden. The academy is **Not** responsible for covering personal medical expenses.

Surety Bond Coverage:

Believers and Achievers Dental Administration Training Academy maintain a surety bond in compliance with state regulations. The purpose of this bond is to protect students in the event that the academy is unable to fulfill its contractual obligations. Should the academy close or become unable to provide the program as promised, students can seek financial restitution for prepaid tuition or fees. The surety bond does not cover damages unrelated to the academy's contractual obligations, such as personal medical expenses or voluntary withdrawals.

What Is a Surety Bond?

A surety bond is a type of financial protection required by law for private business and vocational schools. It ensures that if the Academy is unable to fulfill its obligations—such as if it ceases operations or closes before the completion of a program—students are entitled to a refund of any unearned tuition they have paid.

Coverage Amount

- The bond is designed to cover the maximum unearned tuition for all students enrolled in the program at any given time.
- For our Dental Administrative Assistant Training (DAAT) Program, the bond is calculated based on:

Tuition Per Student: \$6,130.00

- **Enrollment capacity:** 10 students per class, with a total of three classes per year.
- Since students pay \$1,000 upfront, the remaining balance of \$5,130 per student represents the unearned portion of tuition.
- The maximum unearned tuition covered by the bond is therefore **\$61,300 per class**.

Payment Options:

1. Full Payment Option:

- Students may pay the entire tuition of \$ 6,130.00 upfront.
- The total unearned tuition for 10 students at the start of the program is \$61,300.00 representing the full tuition amount until the program is completed.

2. Payment Plan Option:

- Student pay a \$1,000 registration fee upfront, applied toward tuition.
- The remaining balance of \$5,130.00 is paid in weekly installments over six weeks (up to the halfway point).
- At any point before the halfway mark, the total unearned tuition for 10 students could still reach \$61,300 if all students are at different stages of their payment plan.

Bond Coverage:

- To ensure all students are fully protected regardless of their payment method(full payment or installment plan), the bond will cover the maximum unearned tuition amount at any given time.
- **Maximum Unearned Tuition:** \$61,300.00 per class.
- The bond amount ensures financial protection for all enrolled students in the event of institutional closure, aligning with IBHE requirements.

Why This Matters

The bond ensures:

1. **Refunds in Case of Closure:** If the Academy closes before you complete your training, you can file a claim against the bond to recover the unearned portion of your tuition.
2. **Transparency:** It reflects our commitment to operating with integrity and adhering to state regulations to protect student interests.
3. **Compliance with State Requirements:** Maintaining a surety bond is a legal obligation under Illinois law to ensure that private vocational schools uphold financial accountability.

The **Illinois Board of Higher Education (IBHE)** requires the surety bond to protect unearned prepaid tuition and fees. Since we allow payment plans and tuition is paid in full by the halfway point, the maximum risk exposure is limited to 50% of the tuition amount during the first half of the program. By calculating based on the maximum possible unearned tuition for 10 students, this bond ensures compliance and provides adequate protection for students in case the program is not completed.

How to File a Claim

In the unlikely event of program closure, students who have paid tuition and are eligible for a refund can file a claim. The details on how to proceed with a claim will be provided upon request, or you can contact the **Illinois Board of Higher Education** for assistance.

GRADUATION REQUIREMENTS

To successfully graduate from the DAAT Program and receive a certificate of completion, students must meet the following criteria:

- **Attendance:** Complete all scheduled class hours, including any required make-up sessions.
- **Academic Performance:** Maintain a cumulative grade of 70% or higher.
- **Clinical/Lab Hours:** Successfully complete all clinical/lab hours with satisfactory performance.
- **Final Exam:** Pass the final exam with a score of 70% or higher.
- **Clear Financial Obligations:** Ensure all tuition and fees are paid in full prior to graduation.

Upon successful completion of the program, students will receive a certificate of completion and will be eligible to sit for their certification by the National Career Certification Board (NCCB) for their Certified Dental Office Assistant (CDOA) Exam.

CLASSROOM POLICY

The first training session is held from 8:00 AM to 12:00 PM, and the second session runs from 6:00 PM to 10:00 PM. Virtual classroom support only is available for students. Please note that if you arrive more than 10 minutes late, you will **Not** be permitted to enter, as we cannot disrupt ongoing training in progress. In this case, you will need to reschedule a one-on-one session to make up for the lost time.

For any students requiring additional support after graduation, appointments can be scheduled with your instructor or assigned coach. If you are unable to attend class due to illness, it is your responsibility to inform the instructor or your assigned coach. If you miss two consecutive days, you will need to provide a doctor's note and reschedule a one-on-one session to make up for the missed days. **See Detailed Policy**

If any student requests a withdrawal from the Believers and Achievers Training Program after three (3) business days following registration but before Orientation, you will be refunded a portion of your tuition within (30) thirty-days. If a student has enrolled in our monthly motivational inspirational seminar, they will be able to remain in that seminar, but **NO** additional seminars or workshops will be allowed.

If any student drops out of class or does not show up for more than 2 days, they will **NOT** be allowed to return as a current student. They will have to re-enroll and pay full tuition fees to attend the next open enrollment class. To obtain a duplicated copy of a certificate there will be a **\$5.00** charge. **See Detail Refund Policy**

If you are caught surfing the internet or on your personal phones during class time, you will be asked to leave for the day. You will need to set up a one-on-one session to make up for what you missed. There will be no drinks or food of any kind in the computer lab. There are no exceptions!

TESTING

Mid-Term Quiz will be given at the end of the sixth week of class. If students fail the Mid-term quiz the coach/instructor will review their quiz with them. It is up to the student to schedule additional coaching at that time. If a student does not pass their **Final Quiz**, they will not receive a certificate, however they will receive a letter of recognition if they receive additional coaching. This will not affect the ability to take their certification exam.

CLINICAL AND LAB REQUIREMENTS

When enrolling in the DAAT Program, it is important to carefully review the program requirements, including the externship hours, to ensure that you are able to complete all necessary training within the designated timeframe. Successful completion of this practical training is critical to developing the skills required for a career in dental administrative assistance.

Clinical, lab, and hands-on training, including externship hours, are essential components of the DAAT program at Believers and Achievers Dental Administration Training Academy. The

externship requires students to complete a minimum of 25 hours of clinical/lab work at an approved dental office or healthcare facility. This hands-on experience is designed to provide students with real-world applications for their training.

As a crucial component of the program, students must complete clinical and lab training to acquire practical, hands-on experience. These sessions are designed to equip students with the essential skills needed for a successful career in dental administration.

- **Clinical/Lab Hours:** Students Must complete 25 hours of clinical and lab training as part of their externship.
- **Location:** Clinical training will be held at designated dental clinics in the Champaign area. Lab sessions will take place at 1401 S. State Street Champaign, IL 61820.
- **Scheduling:** Clinical hours will be scheduled in coordination with the clinic and students' availability. Students are expected to adhere to the assigned schedule and maintain professionalism at all times. Scrubs, tennis shoes, or crocs must be worn during clinical and externship training.

Students will be evaluated on their performance during clinical and lab training. Failure to meet clinical requirements may result in additional sessions or dismissal from the program.

SOCIAL MEDIA AND PHOTOGRAPHY POLICIES

Social Media Use: Students are allowed to share their experiences and promote the DAAT Program on social media. However, students must:

- Refrain from posting any inappropriate or unprofessional content related to the program or fellow students.
- Respect the privacy and confidentiality of patients, staff, and classmates.

Photography and Videography: Believers and Achievers Dental Administration Training Academy may occasionally take photos or videos during class and clinical sessions for marketing purposes. By enrolling in the program, students consent to being photographed or recorded unless they provide a written request not to be included in such media.

If you do not wish to be photographed or filmed, please notify the administration in writing.

HEALTH AND SAFETY

Believers and Achievers Dental Administration Training Academy is committed to providing a safe and healthy learning environment for all students. The following health and safety protocols are in place:

Health Requirements:

- Students must provide proof of up-to-date immunizations, including Hepatitis B, Tetanus, and other vaccines as required by clinical partners.
- If a student becomes ill, they must notify their instructor/coach and may be required to provide a doctor's note for extended absences.

Safety Protocols:

- Students are required to follow all safety protocols during lab and clinical sessions, including the use of personal protective equipment (PPE) such as gloves, masks, and safety glasses.
- Emergency exits and first aid kits are located at all training and clinical facilities. In the event of an emergency, students should follow the instructions of the instructor or staff.

Accident Reporting:

- Any accidents or injuries that occur during class or clinical sessions must be reported immediately to the instructor or administrator. An incident report will be completed and filed.

DRUG-FREE ACADEMY & WORKPLACE

Believers and Achievers Dental Administration Training Academy has zero tolerance for illegal drugs and alcohol. No student, instructor, employee, or administrator may be on academy premises under influences of any kind. Any individual suspected to be under the influence of alcohol drugs or narcotics will be subject to immediate dismissal and/or removal pending drug testing. The student has the right to refuse and risk dismissal. The individual will be required to meet with the Director to determine the course of action.

NON-DECRIMINATION POLICY

Believers and Achievers Dental Administration Training Academy is committed to creating a learning environment that is inclusive and free from discrimination, harassment, or retaliation. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or any other protected characteristic.

Harassment Policy:

- Any form of harassment, including sexual harassment, is strictly prohibited and will not be tolerated.
- Students who feel they have been harassed or discriminated against should report the issue to their instructor or the program director immediately.
- All complaints will be thoroughly investigated, and appropriate action will be taken in accordance with programming policies and applicable laws.

ACADEMIC SUPPORT SERVICES

At Believers and Achievers Dental Administration Training Academy, we are committed to supporting your academic success. The following services are available to help you succeed in your studies:

Tutoring:

- Group tutoring is available by appointment for students who need additional help with coursework. The tutoring group will allow 3-5 students to support with the same issues.

Workshops:

- Regular workshops are held to assist students with specific skills, such as insurance breakdowns, business communications, and office management techniques.

One-on-One Coaching:

- Personal coaching sessions can be scheduled with your instructor or assigned coach to address any academic challenges or career planning questions.

Virtual Assistance/ Support:

- Virtual support is available for students' needing assistance with assignments, exams, or other program-related issues. This service is designed to supplement in-person learning and is not a substitute for classroom attendance.

Public library Support:

- Our local Champaign/Urbana Library will be available to assist our DAAT Students with any classwork and homework assignments after classroom hours.

GRADUATION AND CAREER ASSISTANCE

Believers and Achievers Dental Administration Training Academy is dedicated to supporting students beyond graduation. Our goal is to help you transition successfully into the workforce.

Graduation:

- To be eligible for graduation, students must complete all program requirements, including class attendance, clinical/lab hours, and passing grades on all assignments and exams.

Career Assistance:

- While we do not guarantee job placement, we provide resources and support to help graduates find suitable employment.
- Services include resume writing workshops, interview preparation, and job search assistance.

- We have partnerships with dental offices and organizations that may offer opportunities for externships or entry-level positions. Graduates are encouraged to utilize these resources.
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Program/Course Listing and Catalog

www.baaadmintraining.com

Administration Office: 2004 Fox Drive Suite A Champaign, IL 61820

Classroom & Training Locations: Main 2004 Fox Drive Suite A Champaign, IL 618220

Clinicals & Labs Location: 1401 S. State Street Champaign, IL 61820

CEO/Director: Minnie Stevenson 217-607-8191 or 217-607-1150

Faculty: Overseer Jeffery Trask, PhD (Doctor of Academics) Donna Sowder D.A. (Chairside Clinical) Sherice Lotts (Student Coach) Patricia A. brown (Dental Admissions & Front Desk)

Governing Board: Minnie Stevenson, Jeffery Trask, PhD

Disclosure: Believers and Achievers (Dental Training Academy) Institutional change cannot be made without **Illinois Board of Higher Education (IBHE)** approval by way of a Program Change application.

Complaints against this academy may be sent to:

IBHE 1 N. Old State Capitol Plaza, Suite 333, Springfield, Illinois, 62701 Complaint Call Line (217)557-7359 Complaint email: complaints@ibhe.org IBHE Website: www.ibhe.org Updated: December 2021 Vol 5

Approved By: Illinois Board of Higher Education (IBHE) Division of Private and Vocational Schools. Approved program for the following grants: Workforce Innovation and Opportunity Act (WIOA). Private Donations, Gifts, and Fundraising.

Approval will indicate only minimum standards have been met; it is not an endorsement or guarantee of quality. Approval is not equivalent or synonymous with accreditation by an accrediting agency recognized by the U.S. Department of Education.

Course Catalog 2025-2026

Program Overview:

The Dental Administrative Assistant Training (DAAT) program at Believers and Achievers Dental Administration Training Academy equips students with the essential administrative and technical skills required to work in dental offices. This 12- week program offers a combination of classroom-based instruction, hands-on software training, and externship experience.

1. Introduction to Dental Administrative Assistance

Course Code: DAAT 101

Duration: 2 Weeks Description: Overview of the roles and responsibilities of a dental administrative assistant. Topics include effective communication, patient interaction, and office management skills.

Key Topics: Dental office structure, front office operations, scheduling, and patient care.

2. Dental Terminology and Coding

Course Code: DAAT 102

Duration: 2 Weeks Description: Introduction to dental terminology and basic dental coding practices, including commonly used codes in dental billing.

Key Topics: Dental anatomy, terminology, procedure codes, and dental billing basics.

3. Dental Insurance and Billing

Course Code: DAAT 103

Duration: 2 Weeks Description: Understanding dental insurance policies and claim submission processes. Learn to handle insurance forms, payments, and claims tracking.

Key Topics: Insurance claims, patient co-pays, accounts receivable, and dental financial policies.

4. HIPAA Compliance and Record Management

Course Code: DAAT 104

Duration: 1 Week 21 Description: Comprehensive training in HIPAA regulations and secure management of patient records. Covers best practices for maintaining patient confidentiality.

Key Topics: HIPAA laws, record keeping, secure electronic filing, and compliance protocols.

5. Dental Software Training (Dentrix) Course Code:

DAAT 105 Duration: 2 Weeks Description: Hands-on training with industry-standard dental practice management software, including Dentrix. Students will learn to schedule appointments, manage patient data, and process payments.

Key Topics: Patient management software, scheduling, billing, and treatment planning.

6. Basic Clinical Skills for Dental Administrative Assistants

Course Code: DAAT 106

Duration: 1 Week Description: An introduction to basic clinical skills that enhances a dental administrative assistant's ability to assist in a dental office. Covers X-ray procedures and sterilization.

Key Topics: Dental radiography basics, infection control, and clinical workflow.

7. Externship and Practical Experience

Course Code: DAAT 107 Duration: 2 Weeks Description: Students gain practical experience by working in local dental offices. This externship allows for hands-on learning under the guidance of certified dental professionals.

Key Topics: Patient interaction, office workflows, real-time scheduling, and billing processes.

Program Length: 12 Weeks

Total Program Hours: 217 hours (including classroom and externship hours)

Certificate: Upon successful completion of the DAAT program, students will receive a Certificate of Completion and will be eligible to sit for the (CDOA)-Certified Dental Office Assistant exam.

Clinical Externship Details:

Total Hours: 217 hours (combined classroom and externship)

Supervision: Certified Registered Dental Assistants

Requirements: Completion of classroom coursework and passing grades on all assessments.

Certifications

Students will have the opportunity to earn the following certification upon completion:

CDOA-Certification: Optional Nationally Certified Dental Office Assistant (through NCCB)

Assessment and Grading

Students will be evaluated based on their performance in class, on quizzes and exams, and during their clinical externship. A grade of 70% is required to pass the program. Students will also complete a basic assessment at the start of the program to gauge their readiness.

Graduation Requirements:

To graduate from the DAAT Program, students Must:

- Successfully complete the program with a passing grade of 70%.
- Successfully complete the clinical/externship along with all classroom hours, totaling 217 hours.

For more information, please contact:

Believers and Achievers Dental Administration Training Academy Admissions Office Phone:
(217) 607-8191 or (217) 607-1150

Email: email@baaadmintraining.com

Website: (www.baaadmintraining.com) (<http://www.baaadmintraining.com>)