

Dental Administrative Assistant

Certificate • 12 Weeks



Program Objective

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in any dental setting, with special skills suited to working in a dental practice. Skill development is delivered in two areas.

- Introductory level anatomy and pathology as it pertains to a dental environment, dental office administration and software, and dental clinical procedures
- Full-range of computer and office skills, including current software applications, keyboarding skills, general office management, accounting, personal and professional development, and customer service

Program Information

With the aging population, the tremendous advancements in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well-trained personnel. This program is designed to provide employment-ready, comprehensively trained graduates who can work in a dental office.

Successful graduates will earn the CMAP – Certified Medical Assisting Professional designation, in addition to their certificate. They are fully qualified to work in a hands-on administrative/clinical support capacity in any medical field, such as dental practices (both large and small), as well as in a variety of healthcare industries. Some of their tasks and duties include:

- Implementing an organized, functional scheduling and recall system that meets the needs of the entire dental team
- Utilizing verbal and non-verbal communication skills with both the dental office team and the patients
- Accurately collecting information needed for patient charts and completing and maintaining of same
- Understanding of the types of dental insurance, insurance terminology and coding required for completion of claim forms

- Maintaining accurate records in the management of accounts payable and receivable and implementing proper collection procedures in accordance with established policies

Prerequisites

- An Administrative Assistant diploma from Academy of Learning Career College within the last two years, OR
- An Administrative Assistant diploma from another accredited institution within the last two years; prospective students may use Credit for Prior Learning
 - On transcript
 - By challenging courses
- Exceptions may be considered in consultation with the Academics Department

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements: Students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 160-hour work experience.

Admission Requirements

- Excellent communication and interpersonal skills
- A strong commitment to confidentiality and integrity
- Excellent organizational and time-management skills
- Successful completion of admissions interview and testing for adequate entry-level skills
- Completion of Grade 12 or equivalent and meet the minimum provincial age requirement
- Two letters of reference regarding personal character
- A recent, clear Criminal Records Check
- Good command of the English language (both written and oral)
- N-95 Mask Fit Testing which may be a mandatory requirement based on provincial requirements
- Hepatitis B, other vaccinations and/or a TB test may be required

Of Interest To

Individuals with a strong desire to work as an integral part of the dental team, and who also:

- Enjoy performing a variety of duties in a caring, gracious and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in gaining knowledge in the dental services field
- Demonstrate a strong personal and professional commitment to achieving excellence in a dental administrative capacity

Career Opportunities

Graduates of this program are qualified to work in an administrative capacity in a wide variety of dental settings. Job titles vary, but graduates are an integral part of many dental settings, such as:

- General or Family Dental Clinics
- Endodontic Specialty Clinics
- Maxillofacial Radiology Clinics

- Oral and Maxillofacial Surgery Clinics
- Oral Pathology Clinics or Departments
- Orthodontic Clinics
- Pediatric Dental Clinics
- Periodontics Clinics
- Prosthodontic Clinics
- Public Health Dental Clinics

Career-Focused Training

This program is designed to help students develop practical, workplace-relevant skills that support entry into entry-level positions within the field.

Funding Options

Eligible students may qualify for various funding, sponsorship, grant, or financing options. Funding availability is subject to eligibility requirements.


Program Breakdown

- Dental Administrative Assistant Level 1
- Dental Administrative Assistant Level 2
- Dental Administrative Assistant Level 3

Ready to take the next step?

Speak with an Admissions Advisor today to discuss career goals, program suitability, funding options, admission requirements, and upcoming start dates.

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