

# DISCOVERY COMMUNITY COLLEGE

## SCHOOL of DENTAL SERVICES

Dental Reception with Cooperative Work Experience (DR w-CWE)

### Curriculum Guide

Development Date: July 2020

Recent Revisions: June 2022; April 2023; June 2023.

Current Revision: June 2025.

### PURPOSE

Students in the Discovery Community College Dental Reception Program will learn the theoretical and practical skills of a dental receptionist. Graduates will possess the skills, knowledge, and attitudes of entry-level dental receptionists to successfully begin their careers in dental practice.

### PROGRAM Methods of Delivery

This program may be offered in these delivery models:

- In person in the classroom at a DCC campus with work experience placements in the community.
- In person online (synchronous) with work experience placements in the community.
- Blended in person in the classroom and in person online (synchronous) with work experience placements in the community.

### PROGRAM DESIGN

Dental Reception program (certificate)	Hours	Weeks	Delivery method
Orientation (100 hours) courses:			
▪ GO 901 Get Oriented – online learning, DCC policy & procedure, financial literacy.	20	1	All courses in class or online
▪ IT 701 Introduction to computers.	60	3	
▪ ES 501 Employability skills	20	1	
Dental reception theory (240 hours) courses:		12	
▪ DR 100 Business communication	60		All courses in class or online
▪ DR 101 Dental terminology	60		
▪ DR 102 Client records	60		
▪ DR 103 Dental office procedures	60		
Cooperative Work Experience (400 hours) courses:			
▪ Preparation for and conclusion of Cooperative Work Experience (the second week will be scheduled immediately after completion of the CWE)	40	2	In class or online
▪ Cooperative Work Experience	360	18	On site
<b>Totals</b>	<b>740</b>	<b>37</b>	

## Learning Outcomes for DR w-CWE program

Graduates of the Discovery Community College Dental Reception Program will have the following entry-level competencies to practice as a dental receptionist:

- Theoretical knowledge of the oral cavity for educating patients, scheduling appointments, billing dental services, and communicating with health professionals.
- Practical skills in keyboarding, business communication, conflict resolution, accounts receivable and payable, maintaining patient records, inventory control, and appointment scheduling using dental software.
- Professionalism as demonstrated by the ability to communicate and work collaboratively with the oral health care team.
- Maintain patient confidentiality and privacy.

## Career Occupation

The Dental Reception program prepares students for administrative occupations as office administrative assistants. Examples include medical administrative assistants (NOC 2021 13112).

## METHODS of EVALUATION

Student progress and success will be assessed regularly throughout the program. This will be accomplished using a variety of evaluation tools. Assessment items used are fully described in course outlines.

The passing grade for all courses is 70%, or a pass in courses that are graded with a pass/fail. Students are required to pass all courses in the program before moving on to work experience. Each course within the program must be passed to graduate.

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## ADMISSION REQUIREMENTS

Revised: June 2025.

Applicants must meet the following requirements prior to acceptance into the program:

- Grade 12 graduation from BC secondary school or equivalent\*, or equivalent\* from another school system, or be a mature applicant (19 years of age on the first day of class).
- Satisfy **one** of the following language proficiency requirements:
  - Completion of three years of full-time secondary (grades 8-12), or two years if the grades are 10, 11, 12, in English, in a country where English is one of the principal languages \*\*.
    - *This may be demonstrated by providing a high school transcript, completion of a BC Adult Graduation program, or providing international education credentials recognized through WES, ICES, or IQAS.*
  - Completion of two years of full-time post-secondary education, in English, in a country where English is one of the principal languages \*\* (includes international education credentials recognized through WES, ICES, IQAS.)
    - *Language development courses (i.e., ELL courses) cannot be included in this calculation.*
  - Provide verified results for one of the English language proficiency tests listed below. Test results must be dated no more than two years before the start date of the program.

### Mature student applicants.

- If the applicant is 19 years or older at the start of the program and is a Canadian citizen or permanent resident who cannot access their educational records or provide sufficient evidence of secondary or post-secondary education as described above, then:
  - Provide attestation that they have completed at least three years of full-time instruction in English in a country where English is one of the principal languages, and
  - Complete an Accuplacer English Assessment (Next Generation Reading, Writing, WritePlacer) with these minimum scores:
    - Reading 230
    - Writing 230
    - WritePlacer 4

### English language proficiency tests.

- International English Language Testing System (IELTS academic, IELTS general, IELTS academic online)
  - Overall score of 5.5 minimum
- Test of English as a Foreign Language (TOEFL iBT or TOEFL iBT Home Edition)
  - Overall score of 46 minimum
- Canadian Academic English language Assessment (CAEL or CAEL Online)
  - Overall score of 40 minimum
- Canadian English Language Proficiency Index Program (CELPIP General or CELPIP Online)
  - Scores of listening 6, speaking 6, reading 5, writing 5 minimum
- Duolingo English test (DET)
  - Overall score of 95 minimum
- Pearson test of English (PTE) academic
  - Overall score of 43 minimum
- Cambridge English qualifications B2 first exam (FCE)
  - Overall score of 160 or “C” minimum
- Cambridge linguaskill
  - Overall level of B2 minimum
- LanguageCert academic
  - Overall level of B2 minimum
- The Michigan English test (MET)
  - Overall level of B2 minimum
- iTep academic
  - Overall score of 3.5 minimum
- Eiken
  - Placement of Grade Pre-1 minimum

Applicants must meet with a DCC Admissions Advisor and complete the required documents.

\*Equivalent:

For detailed information about equivalencies please speak with your DCC Admissions Advisor.

\*\*Countries list:

For the list of countries where English is one of the principal languages speak to your DCC admissions advisor.

## **PRACTICE EDUCATION REQUIREMENTS**

The following requirements are not within the control of Discovery Community College. They may change at any time, including between enrollment in the program and participation in any of the practice experiences that each student must complete. Participants in the program must comply with these requirements as described at the time their practice experience is scheduled.

### Cooperative Work Experience

Cooperative work experience is designed to provide students with workplace experience and new or improved employment skills by integrating related classroom learning with practical work experience. Students are encouraged to assist in finding their cooperative work experience placement(s).

Students may have to (or want to) travel outside of their home community to attend their work experience placement. Students must be able to attend their placement as scheduled; this may be on days, evenings, or weekends. Students will be required to supply their own transportation to their placements and to assume any other related costs.

Students on cooperative work experience are paid by their placement host.

Students must have successfully completed all the courses in this program prior to attending their cooperative work experience.

### Criminal Record Check

Revised: September 2024.

Students must obtain a criminal record check under the terms of the Criminal Records Review Act and the Ministry of Justice process for educational institutions.

To accomplish the criminal record check (CRC) with the Criminal Record Review Program (CRRP) of BC, DCC will provide the link for the applicant to log in to the CRRP to complete their criminal record check request, as well as instructions to complete the next steps.

The status of the CRC does not automatically prevent an applicant from attending this program. However, any CRC that reveals “relevant” offences may make it difficult or impossible to place the student in practice experience. Students who cannot be placed in a practice experience cannot graduate from this program and will be withdrawn.

### Immunizations Recommended

Applicants must submit an immunization record indicating their current immunizations prior to the start of the program. In the absence of an immunization record, students must have serology testing to check their immunization status. Since students will be entering a health care setting for their practicum, the following immunizations are recommended:

- Coronavirus (Covid-19)
- Hepatitis B
- MMR (Measles, Mumps, Rubella)
- Varicella (chickenpox)
- DTaP (Diphtheria, Tetanus Pertussis)
- Polio
- Tuberculosis – negative skin test; if skin test is positive then a negative x-ray is required.

- Influenza (this vaccine is only available in certain months of the year; Health Canada recommends health workers get the influenza vaccine when it is available).

Immunization requirements are not within the control of Discovery Community College and may change at any time. As of February 2022, the BC Provincial Health Officer issued a public health order requiring all regulated health professionals to be fully vaccinated against Covid-19. The College of Dental Surgeons of BC (CDSBC) expects that every registrant will comply with all applicable PHO orders, directives, and recommendations (information is available at the CDSBC website). Students who do not comply may not be accepted into a work experience placement. Students who cannot complete the work experience cannot graduate from this program and will be withdrawn.

## GENERAL INFORMATION

Course information will be given to students at the beginning of each course.

For online learning, students will require a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

This program is offered in a cohort instructor led learning format. Primary methods of instruction will include lectures, demonstrations, role plays, videos, games, interactive technologies, discussion, practice, individual guidance, and small group instruction. DCC uses MS Office 365 Teams and Moodle to host content, evaluate, and guide students; and MyLab IT to host some content. All students will receive a free license and access to student software while enrolled in this program.

### Schedules

Schedules may vary, and students must be prepared to attend in person and online classes as scheduled. Schedules will be distributed at the beginning of the program. Class times may be subject to change. Students must be able to attend all classes: either in the campus classroom or in the online classroom, and at a host facility for work experience.

### Resources and Equipment

The required textbooks and e-books for each program will be distributed as needed during the courses. The instructor will provide other resources such as online handouts, study aids, and other electronic resources as needed. The College maintains a collection of reference books on campus which all students have access to.

The required textbooks and online resources are:

1. Adler RB, Rolls JA, Proctor RF II. Looking out, looking in. 5<sup>th</sup> Canadian ed. Toronto, ON: Nelson; 2023.
2. Dofka CM. Dental terminology. 4<sup>th</sup> ed. Clifton Park, NY: Delmar Cengage Learning; 2021.
3. Baillargeon S. Dental office administration. 2<sup>nd</sup> ed. Toronto, ON: Top Hat; 2022.
4. Rapid typing sites:
  - a) [www.rapidtyping.com](http://www.rapidtyping.com) (download is free) for online typing program
  - b) <http://rapidtyping.com/online-typing-games/must-pop-words.html> for typing games
  - c) <http://www.typeonline.co.uk/typingspeed.php> for typing test
5. College of Dental Surgeons of BC. Dental recordkeeping online course. <https://www.cdsbc.org/practice-resources/cdsbc-courses/dental-recordkeeping>

6. ClearDent training videos available at <https://www.cleardent.com/free-tools/training-videos.php>

#### Recommended Student Characteristics

Before applying for this program, students should learn as much as possible about dental reception as a career. Successful dental receptionists are genuinely interested in helping people maintain oral health. They are self-motivated, responsible, and perceptive to others' needs. Students who have a desire to engage in professional reflection and to participate in class activities and discussions as speakers and active listeners will gain the most from this learning experience.

Students with the following characteristics can anticipate success in the program and in their future career as a dental receptionist:

- Work collaboratively with other health care professionals and clients.
- Support your peers with constructive feedback as well as graciously receive feedback from others.
- Apply feedback received from instructors, peers, and practicum hosts to continually improve.
- Have a healthy back, neck, and shoulders.
- Have a mature positive self-image with high standards of personal and professional integrity.
- Be able to move freely in confined spaces.
- Be able to speak confidently with people of all ages.
- Have proficient verbal and written English communication.
- Be able to concentrate and focus on details over considerable periods of time.
- Be able to work quickly with accuracy, efficiency, and neatness.
- Have excellent oral and personal hygiene.

#### Revisions

Information contained in this curriculum guide is correct at the time of publication. Content of courses and programs is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. Students will be given notice of any changes as soon as possible.