

DENTAL RECEPTION COORDINATOR CERTIFICATE

Purpose

The Dental Reception program provides students with the knowledge, skills, and practical experience to enter a career as a Dental Receptionist. Graduates will work as a member of the dental health team in an interrelated and independent roles.

Duration

The Dental Reception program is fifteen weeks in length. Students must complete the program within two years. Please refer to the Student Handbook for conditions for re-admission to the program.

Learning Outcomes

Upon successful completion of this program, graduates will be able to:

1. Apply the Standards of Practice and bylaws of the provincial regulatory authority in the dental practice to provide safe and competent patient care.
2. Use problem-solving strategies and decision-making processes when dealing with challenges in the dental health care setting.
3. Integrate ethics and professionalism when working with patients and the dental health care team.
4. Demonstrate professional responsibility and accountability when working as a dental receptionist.
5. Demonstrate the use of self-reflection to enhance office management and ensure quality practice.
6. Integrate effective communication strategies when interacting with patients and team members.
7. Integrate strategies that support cultural safety and humility in the dental practice setting.
8. Employ administrative and dental software skills to effectively coordinate office business.

Admission Requirements

- Grade 12 graduation or equivalent*
- English Language Proficiency (<https://www.vcc.ca/applying/registration-services/english-language-proficiency-requirements/health-sciences/dental-reception-coordinator/>) as demonstrated by one of the following:*
 - English 12 with a minimum 'C' grade, or equivalent
or
 - English Language Proficiency at an English 12 'C' level

* Students who have graduated from a Level II Dental Assisting program accredited by the Commission on Dental Accreditation of Canada are exempt from these requirements.

Notes:

It is highly recommended that applicants spend a minimum of two days observing in a dental practice prior to entering the program.

Upon Acceptance:

- Criminal Record Check (CRC): Students in this program are required to complete a CRC. The CRC must be completed according to VCC's Criminal Record Check Instructions (<https://www.vcc.ca/crc/>). Students whose CRC results indicate they pose a risk to vulnerable populations will not be able to complete the requirements of the program (e.g. practicums) or graduate.
- Students must submit a negative TB skin test taken within 6 months of acceptance to the program. If the TB skin test is positive, a negative TB chest x-ray is required.
- A completed VCC School of Health Sciences Immunization record (<https://www.vcc.ca/media/vancouver-community-college/content-assets/documents/programs/VCC-Student-Immunization-Record.pdf>). The following immunizations are strongly recommended, and may be required for practicum placement in the program:
 - Diphtheria
 - Tetanus
 - Pertussis
 - Poliomyelitis
 - Measles/Mumps/Rubella (MMR)
 - Varicella (Chicken Pox)
 - Hepatitis B
 - Meningococcal
 - Influenza Vaccination (annually)
 - COVID-19 Vaccination

Program Requirements

Term One		Credits
DREC 1111	Dental Practice Theory	2.5
DREC 1112	Dental Practice Comm & Prof	3
DREC 1113	Dental Practice Admin	5
DREC 1114	Dental Practice Software	7.5
DREC 1121	Dental Practice Practicum	2
Credits		20
Total Credits		20

Evaluation of Student Learning

The courses are organized within the context of a dental office management model and delivered in a sequential order to build on acquired knowledge. A practicum in a dental office is scheduled at the end of term.

Students must complete all courses with a minimum grade of 'C+' (64%) in order to graduate.

Theory courses are evaluated by assignments, group projects, presentations, quizzes and examinations. A maximum of one comprehensive re-write exam is offered within the program for final grades below 64%.

Attendance of all classes and practicum experiences is strongly recommended as practical demonstrations, collaborative peer support and work are essential to truly understand and master the theoretical and practical components of the dental reception role.

Note: Prerequisite for DREC 1121 Dental Practice Practicum requires successful completion of all four courses (DREC 1111 to 1114).

Prior Learning Assessment and Recognition (PLAR)

Prior learning assessment and recognition is not available for this program.

Transcript of Achievement

The evaluation of learning outcomes for each student is prepared by the instructor and reported to the Student Records Department at the completion of semesters.

The transcript typically shows a letter grade for each course. The grade point equivalent for a course is obtained from letter grades as follows:

Grading Standard

Grade	Percentage	Description	Grade Point Equivalency
A+	90-100		4.33
A	85-89		4.00
A-	80-84		3.67
B+	76-79		3.33
B	72-75		3.00
B-	68-71		2.67
C+	64-67	Minimum Pass	2.33
C	60-63		2.00
C-	55-59		1.67
D	50-54		1.00
F	0-49	Failing Grade	0.00
S	70 or greater	Satisfactory – student has met and mastered a clearly defined body of skills and performances to required standards	N/A
U		Unsatisfactory – student has not met and mastered a clearly defined body of skills and performances to required standards	N/A
I		Incomplete	N/A
IP		Course in Progress	N/A
W		Withdrawal	N/A
Course Standings			
R		Audit. No Credit	N/A
EX		Exempt. Credit Granted	N/A
TC		Transfer Credit	

Grade Point Average (GPA)

1. The course grade points shall be calculated as the product of the course credit value and the grade value.
2. The GPA shall be calculated by dividing the total number of achieved course grade points by the total number of assigned course credit values. This cumulative GPA shall be determined and stated on the Transcript at the end of each Program level or semester.
3. Grades shall be assigned to repeated courses in the same manner as courses taken only once. For the purpose of GPA calculation of grades for repeated courses, they will be included in the calculation of the cumulative GPA.