CALIFORNIA DENTAL ASSISTANT PROGRAM

STUDENT HANDBOOK

Your Guide to Program Policies, Requirements & Student Resources

OFFICIAL PROGRAM INFORMATION

Dental Board of California Registered Provider

Provider License No. 6085 | Approval No. IC216

STUDENT SUPPORT & CONTACT INFORMATION

Admissions: (916) 249-1253 | Student Success: (916) 248-7398 | Billing: (916) 587-7796

GENERAL INQUIRIES & DIGITAL ACCESS

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TABLE OF CONTENTS

PART 1: General Information

- 1.1 Introduction
- 1.2 Purpose, Mission, and Goals
- 1.3 Changes to Policy
- 1.4 Scope

PART 2: Program Overview

- 2.1 Program Components
- 2.2 Certificates

PART 3: Admission Requirements

- 3.1 General Eligibility
- 3.2 Technology Requirements
- 3.3 Time Commitment
- 3.4 Health and Clinical Requirements
- 3.5 Background Checks and Licensure
- 3.6 Physical and Practical Requirements (Technical Standards)
- 3.7 Required Documents to Enroll
- 3.8 How to Enroll with Admissions

PART 4: Tuition, Payment, and Withdrawal

- 4.1 Schedule of Charges
- 4.2 Tuition Deposit
- 4.3 Payment Options
- 4.4 Questions about your balance
- 4.5 Missed Payments
- 4.6 Tuition Relief
- 4.7 Tuition Assistance
- 4.8 Other Fees
- 4.9 Cancellations and Refunds
- 4.10 Withdrawing From the Program
- 4.11 Program-Initiated Withdrawal
- 4.12 Costs that are not covered

PART 5: Non-Discrimination and Accommodations

- 5.1 Non-Discrimination Policy
- 5.2 Requesting an Accommodation
- 5.3 Harassment

PART 6: Your Support Team and Communication

- 6.1 Who Supports You
- 6.2 Official Channels of Communication
- 6.3 Your Student Portal
- 6.4 Response Expectations
- 6.5 Keeping Your Information Current
- 6.6 Civility
- 6.7 Raising Questions and Concerns

PART 7: Your Responsibilities as a Student

PART 8: Online Coursework

- 8.1 Access
- 8.2 Pace
- 8.3 Quizzes and Exams
- 8.4 Academic Integrity

PART 9: Professional Appearance Standards

- 9.1 Why This Section Exists
- 9.2 Required Attire
- 9.3 Hair, Nails, and Jewelry
- 9.4 Enforcement

PART 10: Hands-On Classes

- 10.1 Scheduling
- 10.2 The Classes
- 10.3 Locations for the Hands-on Classes
- 10.4 Attendance
- 10.5 Missed, Failed, or Incomplete Classes
- 10.6 Conduct in Class
- 10.7 Guests and Visitors

PART 11: Health and Safety

- 11.1 Illness
- 11.2 Injury or Medical Emergency at a Program Site
- 11.3 Immunizations and Screening
- 11.4 Site Safety

PART 12: Clinical Internship

- 12.1 Location
- 12.2 What the Program Does
- 12.3 What You Must Do Before Internship
- 12.4 Professional Liability Insurance
- 12.5 Costs You Are Responsible For
- 12.6 Conduct at Your Host Site
- 12.7 Hour Documentation
- 12.8 If You Are Dismissed From a Host Site

PART 13: Academic Progress and Inactivity

- 13.1 Progress Statuses
- 13.2 Extensions and Re-Enrollment
- 13.3 Leaves of Absence

PART 14: Student Conduct and Discipline

- 14.1 Code of Conduct
- 14.2 Progressive Notices
- 14.3 Grounds for Dismissal
- 14.4 Program Standing and Administrative Authority
- 14.5 Dismissal Process

PART 15: Grievance and Appeal

- 15.1 Raising a Concern
- 15.2 Appealing a Decision

PART 16: Certificates and Completion

- 16.1 How Certificates Are Earned
- 16.2 What You Receive
- 16.3 Problems With Your Packet

PART 17: Privacy, Records, and Media

- 17.1 Your Student Record
- 17.2 Patient Information and HIPAA
- 17.3 Photography, Recordings, and Student Media Authorization

PART 18: Requests and Forms

- 18.1 How to Request Anything

PART 1: General Information

1.1 Introduction

How many times have we seen programs that are out of date and aimed for a style of working that just doesn't work for us anymore? We constantly see it; it's as if everything gets updated in life but the style of teaching methodology remains the same.

That's why The California Dental Assistant Program is constantly developing and upgrading its curriculum and teaching methodology.

Students who go through the program adapt it to their life and adjust their pace as they need to finish and get to their end goal.

We understand that life can get difficult and reaching goals is important. That's why the program is designed to go based on the students' pace (Your pace is the right pace). The Handbook is made to help you understand the ways we make all of this happen.

Students, Parents, and Friends are welcome to contact us should you have any questions about the school.

Staff can't discuss a student's enrollment with anyone else without the student's written authorization (except a co-signing parent/guardian of a minor).

Sincerely,

The CDA Program Administration

1.2 Purpose, Mission, and Goals

Purpose:

- Learning
- Adapting
- Growing

Mission: In today's world people just simply aren't able to keep up with things going the way they used to. Doors of opportunity last a short period of time and people are tired of it. With the cost of schooling, housing, and groceries going up this is hurting entire households. People need dental staff that can be proud and happy at what they do.

The CDA Program is a start to this shift. A program built to serve our students living today not 50 years ago. The Program aims to be affordable, accessible and focused on the students' end results. The Program includes online and in-clinic training, with hands-on Certification Courses offered alongside it. Students finish stepping into their careers.

Goals: The Goals of the Program are to:

- **Prepare you for the job from day one**

  You'll build the skills dental offices look for: understanding dental terminology, practicing infection control, radiography, instrument handling, and patient care. You'll learn through text based material, visual based material and hands-on practice.

- **Give you real clinical experience**

  Through a 240-hour internship in a working dental office, you'll apply what you've learned with patients and the dental office team.

- **Fit your life**

  Our self-paced format lets you learn on your schedule, whether you're Pre Dental, working, raising a family, or changing careers.

- **Keep you supported at every step**

  From enrollment to your first job, our team is here to answer your questions. You'll always know what comes next.

- **Maintain the highest standards**

  The CDA Program is a Dental Board of California Registered Provider (No. 6085). Our Dental Practice Act course is approved for continuing education under that provider number, and our 8-Hour Infection Control course is Board-approved (No. IC216). Radiation Safety is taught by an independent provider approved by the Dental Board of California. In regions where we don't hold classes, Infection Control is taught by an approved partner provider. CPR/BLS is completed through an authorized BLS provider. HIPAA, OSHA Bloodborne Pathogens, and Sexual Harassment Prevention are CDA Program courses, and their certificates of completion are issued by the CDA Program. We update all course content to reflect current regulations and best practices in dental care.

1.3 Changes to Policy

The CDA Program reserves the right to add, remove, or revise any policy in this handbook. Policy changes will be communicated to enrolled students through the official channels listed in Section 6.2. The version posted in your student portal is always the current one.

1.4 Scope

This handbook applies to all program-related activities, including online coursework, communications, community groups, hands-on classes, internships, clinical activities, scheduling, administrative processes, and your interactions with staff, instructors, dental offices, class providers, and other program-related parties.

PART 2: PROGRAM OVERVIEW

The Program is a hybrid and self-paced dental assistant training program.

2.1 Program Components

Completion requires all of the following:

Component	Requirement
Online coursework	300 hours of videos, readings, assignments, quizzes, exams, and study sessions with live people to help complete the program within your time frame.
Clinical internship	Work with our team to apply all the skills learned in a dental office near you through 240 hours of internship. Either have a location ready or we help you find one. Once you're done, you'll have the clinical experience dental offices look for.
Enrollment window	12 months from your enrollment date

Hands-on Certification Courses (CPR/BLS, 8-Hour Infection Control, and Radiation Safety) are offered separately from the Program. See Section 4.1.

2.2 Certificates

You earn certificate 1 when you complete the Program. You earn certificates 2 through 8 by completing each Certification Course you enroll in (Section 4.1). If you already hold one of these certificates from another provider, you keep using that one.

#	Certificate	Issued by
1	California Dental Assistant Program Certificate	The CDA Program
2	Dental Practice Act	The CDA Program
3	HIPAA	The CDA Program
4	OSHA Bloodborne Pathogens	The CDA Program
5	Sexual Harassment Prevention	The CDA Program
6	8 hour Infection Control	The CDA Program or an Approved Dental Board of California Provider
7	Radiation Safety (X-Ray)	An Approved Dental Board of California Provider
8	CPR/BLS	The CDA Program or An Approved BLS Provider

Certificate 1 is emailed and mailed to you when you complete the program. Certificates 2 through 5 are issued when you complete each of those courses. Your Infection Control, Radiation Safety, and CPR/BLS certificates are issued by whoever teaches the course (the CDA Program or the partner provider) when you finish that course.

Full issuance criteria are in Part 16.

PART 3 Admission Requirements

3.1 General Eligibility

To enroll, you must:

- Be at least **17** years old by your enrollment date. Students under 18 must have a parent or legal guardian co-sign the Student Enrollment Contract.
- Provide a valid government-issued photo ID
- Be able to read, write, and communicate in English at a level that lets you complete coursework, pass exams, and communicate with patients and dental teams
- Be able to complete your internship in California, and attend the hands-on classes for any Certification Courses you enroll in.

No high school diploma, GED, or prior dental experience is required.

3.2 Technology Requirements

The program is completed largely online. You will need:

- A computer or tablet with a current web browser (a phone alone is not enough for exams)
- Reliable high-speed internet
- A working email address and mobile phone number for program communication
- Basic computer skills, including logging in, watching videos, and submitting work online

3.3 Time Commitment

The program is self-paced within a 12-month enrollment window. Students typically spend **12 to 40 hours per week** on the program, depending on how quickly they want to finish. You will also need to complete 240 internship hours at a dental office, usually during regular business hours, and attend the scheduled hands-on classes for any Certification Courses you enroll in.

3.4 Health and Clinical Requirements

Dental offices that host internships typically require the following before you begin. You are responsible for any costs unless otherwise stated.

- **Hepatitis B vaccination** series, or a signed declination
- MMR, Tdap, and Varicella immunizations
- **Tuberculosis (TB) screening** within the past **12** months
- Flu or COVID-19 vaccination, if your internship site requires it
- Professional Liability Insurance (See section 12.4 for reference)

The Student Success Team will tell you exactly what your site requires and when it's due.

3.5 Background Checks and Licensure

Some internship sites may require a background check before you start.

When you apply for your RDA license, the Dental Board of California requires **fingerprinting** and reviews criminal history. A past conviction does not automatically disqualify you, but it may affect your eligibility for licensure. If this applies to you, we encourage you to review the Dental Board's requirements **before enrolling**. The program cannot guarantee licensure and completing this program does not by itself make a student eligible for the RDA exam; the Dental Board's RDA eligibility requirements can be found on the Dental Board's Website: https://www.dbc.ca.gov/applicants/become_licensed_rda.shtml

3.6 Physical and Practical Requirements (Technical Standards)

Dental assisting is a hands-on role. To complete the program, you must be able to perform these essential tasks, with or without reasonable accommodation:

- English at a level to complete coursework and communicate with patients
- Sit or stand chairside for extended periods
- Use fine motor skills and hand-eye coordination to handle small instruments and materials
- See well enough to read records and work in a patient's mouth, and hear well enough to respond to the dentist and patients, with correction or assistive devices if needed
- Wear personal protective equipment (gloves, masks, eyewear, gowns) for long periods
- Safely operate dental and X-ray equipment and follow infection control procedures
- Communicate clearly and professionally with patients and the dental team

*If you need accommodations to meet any of these standards, see **Section 5.2**. Requests are confidential and do not affect your admission.*

3.7 Required Documents to Enroll

- Completed Student application
- Signed Student Enrollment Contract, co-signed by a parent or guardian if you are under 18
- Copy of your photo ID
- Signed Finance Agreement (payment plan students only)
- Signed Payment Authorization
- Payment or approved payment plan (See section 4.3 for reference)

3.8 **How to Enroll with Admissions**

The entire admissions and enrollment process is completed online. There's no office for students to visit for enrollment.

1. **Virtual Preview:** join a live online session or visit our virtual preview page to learn how the program works and ask questions. *(Page link: https://www.californiadentalassistant.com/preview)*
2. **Online Application:** complete your student application online. You can upload a photo of your ID and any certificates you already hold.
3. **Admissions Call:** meet with an Admissions Advisor on zoom to review your goals, schedule, payment options, and any certificates you already hold. Courses you have a valid certificate for are marked Waived on your contract.
4. **Student Enrollment Contract:** review and sign your Student Enrollment Contract electronically, including any relevant documents. Students under 18 will also need a parent or guardian to e-sign.
5. **Upload Your ID:** If you didn't upload your photo ID with your application, submit it through the secure link your Admissions Advisor sends you. Your ID is required before you sign your Student Enrollment Contract.
6. **Payment:** Pay online in full, or make your first payment under an approved payment plan. (See part 4 for reference)
7. **Welcome:** Your admissions advisor will walk you through your welcome email and student portal login during your appointment. Your 12-month enrollment window begins on your enrollment date.

If you need an accommodation for any part of the program, submit the Accommodation Request Form before you enroll (your Admissions Advisor can send you the link). The Admissions Team reviews it and responds in writing within 10 business days. Requests are confidential. (See Section 5.2)

PART 4: TUITION, PAYMENT, AND WITHDRAWAL

Your charges and your cancellation and refund rights are set by your Student Enrollment Contract, and your payment schedule by your Finance Agreement (if you are on a payment plan). This part explains how those terms work in practice. Where this handbook and your signed agreements differ, your agreements control.

Keep your copy of that agreement. If you do not have one, ask for it.

4.1 Schedule of Charges

Charges	What it covers	Amount
Dental Assistant Program Tuition *(Program Charges)*	Online coursework and student portal access for your 12-month enrollment window, support from your Student Success Coordinator, placement and coordination for your 240-hour clinical internship, and your California Dental Assistant Program Certificate. Your tuition includes a $250.00 non-refundable registration fee. If you paid a tuition deposit, it becomes your registration fee when you sign your Student Enrollment Contract *(see Section 4.2).*	$2,500.00
Dental Practice Act *Certification Course (separate from the program)*	The California laws and regulations that define what dental assistants may and may not do, and the professional responsibilities that come with the role.	$20.00
OSHA Bloodborne Pathogens *Certification Course (separate from the program)*	How to protect yourself and patients from exposure to blood and bodily fluids, including safe handling of sharps and what to do after an exposure.	$15.00
HIPAA *Certification Course (separate from the program)*	How to protect patient privacy and handle protected health information in a dental office.	$15.00
Sexual Harassment Prevention *Certification Course (separate from the program)*	How to recognize, prevent, and report workplace harassment.	$10.00
BLS/CPR* *Certification Course (separate from the program)*	A 4-hour hands-on Basic Life Support class covering CPR and emergency response, ending in certification.	$150.00

8-Hour Infection Control* *Certification Course (separate from the program)*	The 8-hour infection control course required by the Dental Board of California, with hands-on practice. Includes a practical supply kit where needed.	$440.00
Radiation Safety** *Certification Course (separate from the program)*	Dental radiography and radiation safety, required by the Dental Board of California, with hands-on practice. 32 hour course. Includes a practical supply kit where needed.	$750.00
Total charges	Your total is your Program Charges ($2,500.00) plus the Certification Courses you enroll in ($1,400.00 if you take all of them), before any scholarship. Your exact total is shown on your Student Enrollment Contract.	**$3,900.00** *(all courses)*

* **Partner providers:** if you live in an area where the CDA Program does not hold in-person classes, your BLS/CPR Certification and 8-Hour Infection Control Course may be completed through an approved partner provider near you.

The price is the same, and the program schedules and pays the partner provider on your behalf. Your certificate for these courses will be issued by the provider who teaches the course.

** **Radiation Safety:** The Radiation Safety Course is taught by **an approved partner provider**, an independent provider approved by the Dental Board of California to offer the course.

The CDA Program collects this fee and pays the provider on your behalf. Your Radiation Safety certificate is issued by the partner provider when you complete the course.

Already certified? The Certification Courses are not required to complete the Program. If you already hold a valid certificate for any of them, show it to your Admissions Advisor before you sign your Student Enrollment Contract. That course will be marked Waived on your contract, and you will not be charged for it.

What Each Part Covers

- **Program Charges ($2,500.00):** online coursework and full student portal access for your 12-month enrollment window, Student Success support, internship placement and coordination, your $250.00 registration fee, and your California Dental Assistant Program Certificate.
- **Certification Courses ($1,400.00 if you take all of them):** Dental Practice Act, OSHA Bloodborne Pathogens, HIPAA, Sexual Harassment Prevention, BLS/CPR, 8-Hour Infection Control (with a practical supply kit if needed), and Radiation Safety (with a practical supply kit if needed). Each is a separate, stand-alone course.

4.2 Tuition Deposit

After you complete your application, you can hold your spot with a $250.00 tuition deposit.

Before you sign your Student Enrollment Contract, the deposit is fully refundable. Email hello@californiadentalassistant.com with the subject line "Deposit Refund" and we will refund it to your original payment method within 30 days.

When you sign your Student Enrollment Contract, your deposit becomes your $250.00 registration fee, which is non-refundable. It is counted toward your total charges, so it reduces your amount due at enrollment (Section 4.3).

If you enroll without paying a deposit, the $250.00 registration fee is included in your first payment.

4.3 Payment Options

All payments are made online.

Option	Terms
Pay in full	Your total amount owed, shown on your Student Enrollment Contract, is due at enrollment. A pay-in-full discount may be offered; if so, it is shown on your Student Enrollment Contract.
Payment plan	$500.00 due at enrollment, followed by 3, 6, 9, or 12 monthly payments due on the 25th of each month. The plan covers your Program Charges and your Certification Courses.

Payment plans are financed directly by The CDA Program under your Finance Agreement. If you paid a $250.00 tuition deposit, it is applied at enrollment. Your amount due at enrollment is reduced to $250.00 on a payment plan, or by $250.00 if paying in full. If you pay in full, you may pay by credit card, debit card, or bank transfer (ACH). Credit card payments carry a processing fee of up to 3%; there is no fee for debit cards or bank transfers. Payment plan payments must be made by debit card or bank transfer (ACH).

Students under 18 must have a parent or legal guardian co-sign the Student Enrollment Contract and any Finance Agreement.

4.4 Questions About Your Balance

For anything about your balance, your payment plan, or a payment you need to move, contact the billing team at hello@californiadentalassistant.com.

The billing team handles payments only. For anything about your coursework, classes, or placement, contact your Student Success Coordinator.

4.5 Missed Payments

Each payment has a **3-day grace period** after its due date. There is no late fee.

Days past due	What happens
1 to 3	Grace period. No action is taken.
4	You receive a reminder. Contact the billing team to bring your account current.
16	Hands-on class bookings and internship placement are paused until your account is current. Any unpaid portion of tuition assistance may be removed (Section 4.7).
25	Your enrollment may be suspended, and the program may withdraw you and send your total remaining balance to collections (Section 4.11).

If you are going to have trouble with a payment, contact the billing team before the due date. Tuition relief (Section 4.6) may be an option.

4.6 Tuition Relief

If you are on a payment plan and need help with a month, you can request Tuition Relief (before the due date) or Late Relief (after the due date). You pay a reduced amount in place of that month's payment, and the rest moves to the end of your plan with no interest.

Rule	Detail
Cost	$25, paid on your regular due date in place of that month's payment. The $25 is applied to your remaining balance. It is not an extra fee.
Effect	The rest of that month's payment (your regular amount minus $25) moves to the end of your plan. No interest is added.
Limit	3 times per enrollment
Who is eligible	Students on a CDA Program payment plan who are current on payments, have made at least one payment, and are not on a leave of absence
Request deadline	At least 10 business days before the due date. For requests after the due date, see Late Relief.
Takes effect	The upcoming due date
Approved by	The billing team
Need	New Finance Agreement Signed

How to request. Submit the Tuition Relief Request form (Student Portal → Student Forms). You can also email the billing team at hello@californiadentalassistant.com with "Tuition Relief Request" in the subject line.

Include your full name and the due date you need relief for. You will receive a written confirmation, and until you have it, your regular payment is still due.

What it does not do. Tuition relief does not extend your 12-month enrollment window. It is separate from enrollment extensions *(Section 13.2)* and leaves of absence *(Section 13.3).*

A request made after the due date is handled as Late Relief (below). After 14 days past due, Section 4.5 applies.

Late Relief

Rule	Late relief
When to request	Up to 14 days *after* the due date
Cost	$50.00, paid when your request is approved, in place of the missed payment. The $50.00 is applied to your remaining balance. It is not an extra fee.
Effect	The rest of the missed payment (your regular amount minus $50) moves to the end of your plan. No interest is added.
Limit	Counts toward the 3, and only 1 of the 3 can be Late Relief.
Eligibility	Students on a CDA Program payment plan who are current on everything except the missed payment, have made at least one payment, and are not on a leave of absence.
Approval	**At the billing team's discretion**
Need	New Finance Agreement Signed

4.7 Tuition Assistance

The program may offer tuition assistance or scholarships to eligible students. Tuition assistance comes from the CDA Program. It is not government or outside financial aid.

- **Eligibility.** Each tuition assistance program has written eligibility criteria, available from your Student Admissions Advisor.
- **In writing.** Any tuition assistance you receive is shown as a separate line on your schedule of charges and in your Student Enrollment Contract. Verbal promises are not binding.
- **One award at a time.** Tuition assistance awards cannot be combined unless stated in writing.
- **No cash value.** Tuition assistance applies only to the Dental Assistant Program Tuition. It cannot be exchanged for cash or applied to course fees, extension fees, or re-enrollment fees.
- **Refunds.** If you cancel or withdraw, refunds are calculated on the amount you actually paid, not on the full tuition before assistance.
- **Payment plans.** If you are on a payment plan and fall more than 15 days past due, the program may remove any unpaid portion of your tuition assistance. Any change is confirmed to you in writing.

4.8 Other Fees

Fee	Amount	See Section
3-Month Extension	$525.00	13.2
6-Month Extension	$1,050.00	13.2
Re-Enrollment	$2,000.00	13.2
Leave of Absence	No fee	13.3
BLS/CPR Class Rescheduling Fee	$150.00	10.5
8-Hour Infection Control Class Rescheduling Fee	$440.00	10.5
Radiation Safety Class Rescheduling Fee	$750.00	10.5

All extension and re-enrollment fees are non-refundable. Class rescheduling fees apply only to the Certification Courses you enroll in, under the circumstances outlined in Section 10.5.

4.9 Cancellations and Refunds

You may cancel within 3 calendar days of signing your Student Enrollment Contract. This section applies to both your Program Charges and any Certification Courses.

To cancel, email hello@californiadentalassistant.com with the subject line "Cancellation." Your cancellation is effective on the date we receive your email.

Situation	Refund
Within 3 calendar days of signing, and no more than 3% of the program completed	Everything you paid except the $250 registration fee
After 3 calendar days from signing, or more than 3% of the program completed	No refund

Program completion is measured by the course sections marked as complete in your student portal.

Refunds are issued to the original payment method within 30 days. The same rule applies whether you cancel, withdraw (Section 4.10), or are withdrawn by the program (Section 4.11).

4.10 Withdrawing From the Program

After the cancellation period, you may withdraw at any time.

1. Email hello@californiadentalassistant.com with the subject line "Withdrawal Request," including your full name and the date you would like to withdraw.
2. The Student Success Team contacts you within 2 to 5 business days to confirm. If you would like, we will also review options such as a leave of absence (Section 13.3) that may let you keep your progress.
3. You receive written confirmation of your withdrawal date and any refund or balance owed.

Your withdrawal date is the date we receive your written request.
Not logging in or not attending does not count as withdrawing, and payments remain due until you withdraw in writing.

If you are on a payment plan: Withdrawing does not cancel your Finance Agreement. Where no refund applies, your remaining balance stays due on the existing schedule. *Questions about what you owe go to the billing team (Section 4.4)*

4.11 Program-Initiated Withdrawal

The program may withdraw a student for:

- Nonpayment, as described in Section 4.5
- Serious violations of the code of conduct (Section 14.1)
- An expired enrollment window without an extension or re-enrollment *(Section 13.2)*
- Not completing a reactivation call after becoming Inactive (Section 13.1)

You receive written notice before any withdrawal takes effect, except in cases involving patient safety or serious misconduct (Section 14.5). Refunds for program-initiated withdrawals follow Section 4.9.

4.12 Costs That Are Not Covered

Section 12.5 lists the costs you are responsible for separately from your charges. Read it early rather than at the point you have to pay them.

PART 5: NON-DISCRIMINATION AND ACCOMMODATIONS

5.1 Non-Discrimination Policy

The California Dental Assistant Program admits students of any race, color, national origin, ancestry, religion, age, sex, gender, gender identity or expression, sexual orientation, marital status, medical condition, physical or mental disability, military or veteran status, or any other characteristic protected by applicable law, and extends to them all rights, privileges, programs, and activities generally made available to students of the program.

The program does not discriminate on the basis of any of these characteristics in the administration of its admissions policies, educational policies, or any other program-administered activity.

5.2 Requesting an Accommodation

If you have a disability or medical condition that affects your ability to complete any part of the program, submit the Accommodation Request Form. If you have not yet enrolled, the Admissions Team reviews your request before you enroll. If you are enrolled, the Student Success Team reviews it. Requests are handled confidentially and kept separate from your student record (Section 17.1).

Accommodations are determined individually. The program will work with you on reasonable accommodations for coursework and hands-on classes. Accommodations at an internship site also depend on what the host office can provide. If an accommodation involves your internship site, we will discuss it with you before contacting the office.

Submit an accommodation request form as early as possible. Some require time to arrange, particularly for hands-on classes and help with placement. We will respond in writing within 10 business days.

5.3 Harassment

The program prohibits harassment and discrimination by or against students, staff, and host office personnel. Report any incident using the Student Concern & Incident Report form (Student Portal → Student Forms) or the grievance process in Part 15. Reports are taken seriously. The program prohibits retaliation against anyone who reports harassment or discrimination or takes part in a review. If your report involves your Student Success Coordinator or the Student Success Team, email hello@californiadentalassistant.com with the subject line "Confidential Report" and it will go directly to Program Administration.

If you experience harassment at a host site, report it to your Clinical Education Coordinator immediately. Do not wait for your next scheduled check-in.

PART 6: YOUR SUPPORT TEAM AND COMMUNICATION

6.1 Who Supports You

Role	What they handle
Student Admissions Advisor	Pre-enrollment only. After you enroll, your Student Success Team takes over.
Student Success Coordinator *(part of your Student Success Team)*	Your primary point of contact. Progress check-ins, scheduling questions, general support.
Clinical Education Coordinator *(part of your Student Success Team)*	Internship Onboarding and guidance through the internship.
The CDA Program Billing Team	Payments, payment plans, and balance questions

Program contact:

Email: hello@californiadentalassistant.com

Phone Number(s):

- Program Admissions: (916) 249-1253
- Student Success Team: (916) 248-7398
- Program Billing Team: (916) 587-7796

Hours: 9am-6pm Monday-Saturday. In this handbook, "business days" means Monday through Friday, excluding holidays.

6.2 Official Channels of Communication

The following are official program channels. Information sent through them is considered delivered to you:

- Your student portal
- Email to the email address on file
- SMS to the phone number on file

Community groups are for peer support and announcements. They are not a channel for submitting requests, reporting problems, or receiving decisions. Anything requiring a program response goes to your Student Success Coordinator directly.

The program is not responsible for missed information sent to an address or number you did not keep current.

6.3 Your Student Portal

Your portal is the system of record for your enrollment. It holds your coursework, your progress, your class bookings, your internship hour documentation, and your contact information.

You are expected to log in regularly. Scheduling prompts, progress notices, and program announcements appear there. All program forms (Leave of Absence, Extension, Tuition Relief, Appeal, Concern & Incident Report, and Accommodation) are on the Student Forms page in your portal.

6.4 Response Expectations

Direction	Expected response time
Program response to your message	1-5 business days.
Your response to your Student Success Team	1-5 business days

6.5 Keeping Your Information Current

Your mailing address is used to ship any necessary practical supply kits and your certificates. If your address, phone number, or email changes, update it immediately by emailing hello@californiadentalassistant.com.

The program is not responsible for kits or certificates shipped to an outdated address.

6.6 Civility

Your enrollment is conditioned on treating program staff, instructors, host office personnel, patients, and fellow students with courtesy and respect at all times. This applies in person, by phone, by email, by text, and in any program community space.

6.7 Raising Questions and Concerns

Questions about coursework, scheduling, or your placement go to your Student Success Coordinator first. Most issues are resolved there.

If something is not resolved, use the grievance process in Part 15. Raising a complaint about staff, an instructor, or a host office in a community group or on social media rather than through the process does not get it resolved.

PART 7: YOUR RESPONSIBILITIES AS A STUDENT

You are responsible for:

- Completing your online coursework and internship, and any Certification Courses you enroll in, within your 12-month enrollment window
- Booking your Hands-On Classes when your student portal prompts you
- Completing your hands-on class requirements
- Responding to your Student Success Coordinator within the expected window
- Keeping your contact and mailing information current
- Arriving prepared, on time, and appropriately dressed to every hands-on class and internship shift
- Meeting the host office onboarding requirements for your internship placement
- Conducting yourself professionally whenever you are representing the program
- Meeting your financial obligations under your Student Enrollment Contract and, if you are on a payment plan, your Finance Agreement

The program is self-paced, which means your progress is yours to drive. Your Student Success Team will check in and support you. No one will complete your coursework, hands-on classes, or internship for you.

PART 8: ONLINE COURSEWORK

8.1 Access

You receive portal access on your enrollment date. Access remains active for your 12 month enrollment window.

8.2 Pace

Coursework is self-paced with no fixed class times. All coursework must be completed before you are eligible to begin your clinical internship.

8.3 Quizzes and Exams

The online coursework includes three exams: the First Exam, the Second Exam, and the Final Exam.

- Quiz Passing score: 100%
- Exam Passing Score 80%
- Retakes permitted: Unlimited
- Retakes for quizzes can be done immediately
- Retakes for exams can be done after a waiting period of 1 week (7 Days).

8.4 Academic Integrity

Coursework, assignments, quizzes, and exams must be your own work.

The following are violations:

- Sharing answers with anyone
- Completing coursework, assignments, or quizzes on behalf of another student
- Having another person complete yours
- Using any unauthorized source during assignments, quizzes or exams.

Academic integrity violations are grounds for dismissal. Any refund follows Section 4.9.

This is not a technicality. You are training for a role in which a patient's safety depends on what you actually know. (See Part 14)

PART 9: PROFESSIONAL APPEARANCE STANDARDS

9.1 Why This Section Exists

These standards apply at your Hands-on classes and at your internship site. They are not about formality.

In a clinical setting, appearance standards are infection control, and your host office will hold you to its own version of them from day one.

9.2 Required Attire

- Scrubs, clean and in good condition
- Closed-toe, closed-heel shoes with non-slip soles. No sandals, no open backs, no mesh uppers, no crocs.

Your host office may have additional or different requirements. Theirs take priority at their site.

9.3 Hair, Nails, and Jewelry

- Hair pulled back and secured away from the face
  (religious and medical accommodations to the appearance standards (e.g., head coverings) are available through Section 5.2.)
- Facial hair trimmed and controlled per the host office's requirements
- Fingernails are short and clean. Artificial nails, extensions, gel, and nail jewelry are not permitted in a clinical setting
- Jewelry: no rings with stones and no dangling earrings.
- Scented products kept minimal out of consideration for patients and staff

Your host office may have additional or different requirements. Theirs take priority at their site.

9.4 Enforcement

A student who arrives to their Hands-On class or internship shift out of compliance may be sent home, and the session or shift will not count. Repeat occurrences are handled under the progressive notice process in Section 14.2.

PART 10: Hands-On Classes

10.1 Scheduling

As you move through the stages of the program, your student success team will prompt you to request scheduling each hands-on class from the available dates. You are responsible for booking when prompted. How early you book determines how quickly you finish.

10.2 The Classes

The Certification Courses include three hands-on classes. You attend the ones you enrolled in.

Class	Scope
The CPR/BLS Class	Hands-on training in adult and infant CPR. The course typically includes approximately 2 hours of video instruction, 1 hour of instructor-led training, and 1 hour for the exam. The course can also include part of the materials as home study.
8 Hour Infection Control Course	Self-paced home study or virtual learning covering foundational terminology, guidelines, and lecture material. An examination covering the didactic materials (at home or in person). Hands-on supervised simulation and practical application of sterilization and disinfection protocols.
Radiation Safety Course	This Class may be up to 3 days long depending on the location. Classroom instruction on radiation physics, biological effects, safety protocols, and exposure techniques. Hands-on training using dental x-ray manikins, sensor/film placement, and operation of imaging equipment. Practical execution on live patients (requiring a full-mouth series [FMX] and additional patient surveys). You must bring your own volunteer patient(s) for this part of the class. Your Student Success Team will tell you how many and what is required when you book. An examination covering the didactic materials (at home or in person).

10.3 Locations for the Hands-on classes

Hands-on classes are offered at various training locations throughout California. Available locations vary by class and schedule.

Current options may include:

Region	Locations
Sacramento & North	Roseville, Fair Oaks, Rocklin, Chico
Bay Area	Napa, Hayward, San Jose, Sunnyvale
Central Valley	Kingsburg, Bakersfield
Ventura & Los Angeles	Oxnard, Ventura, Van Nuys, Pasadena
Orange County & San Diego	Tustin, Rancho Santa Margarita, San Diego

Specific locations and available dates will be provided when scheduling your hands-on classes.

10.4 Attendance

Hands-on classes require your physical attendance for the full session. Partial attendance earns no credit.

Situation	Policy
Arriving late	You must reschedule and pay the class rescheduling fee.
Leaving early	You must reschedule and pay the class rescheduling fee.
Rescheduling	To reschedule you must pay the class rescheduling fee, unless it is waived for illness or a documented emergency (Section 10.5).
No-show	You must reschedule and pay the class rescheduling fee.

Seats are limited and dates are filled in the order students book them.

10.5 Missed, Failed, or Incomplete Classes

You must pay the applicable class rescheduling fee if you miss, cancel, or reschedule a class or class day, arrive late or leave early, fail to attend, fail to complete all required components, or fail to pass a required exam or practical assessment.

Any situation that prevents you from completing the class requirements and receiving the applicable certificate may require you to reschedule and pay the fee(s) listed below. The rescheduling fee is waived if you report an illness before class starts (Section 11.1) or have a documented emergency, such as a hospital visit or car accident.

Class	Class Rescheduling Fee
BLS/CPR Certification	$150.00
8-Hour Infection Control	$440.00
Radiation Safety (X-Ray)	$750.00

These fees apply each time you must reschedule a class due to any of the circumstances described above.

Payment of the applicable fee(s) is required to arrange another session. Additional scheduling is subject to availability, and you are responsible for completing all requirements necessary to receive your certificate.

10.6 Conduct in Class

Classes usually take place on weekends in a dental clinic on the clinic's day off (CPR classes may be held elsewhere). Classes use clinical equipment and materials, and Radiation Safety uses regulated X-ray equipment. You are expected to arrive 15 minutes early, follow all instructor directions, handle equipment and materials only as instructed, and participate fully.

Disruptive conduct, refusing instructor direction, or unsafe handling of equipment may result in removal from the session without credit. To reschedule, you must pay the class rescheduling fee.

10.7 Guests and Visitors

Class sites are working clinical training environments. Do not bring children, family members, friends, or any other guest to an in-person class or to your internship site. Make proper arrangements before your class date.

PART 11: HEALTH AND SAFETY

11.1 Illness

Do not attend a Hands-on class or an internship shift if you are ill. This protects patients, staff, and your classmates, and it is a baseline expectation in any clinical setting.

Do not attend if you have:

- A fever within the previous 24 hours
- Vomiting or diarrhea within the previous 24 hours
- A productive cough or other symptoms of a contagious respiratory illness
- An undiagnosed rash
- Any condition a reasonable person would consider contagious

If you must miss a class, notify your Student Success Coordinator before class starts. The rescheduling fee is waived for illness reported before class starts (Section 10.5). If you must miss an internship shift, notify BOTH the host office and your Clinical Education Coordinator.

11.2 Injury or Medical Emergency at a Program Site

If you are injured or become ill at a Hands-on class, notify the instructor immediately. If you are injured at your internship site, notify the supervising dentist and your Clinical Education Coordinator the same day.

In the event of a life-threatening emergency, 911 is called first.

11.3 Immunizations and Screening

Immunization and TB screening requirements are set by your host office, as described in Section 3.4. Begin gathering your records early. Students who wait until placement is offered are frequently the ones whose start is delayed.

11.4 Site Safety

At your Hands-on classes you will handle clinical materials and, in Radiation Safety, regulated equipment. Follow all instructor directions regarding handling, protective equipment, and disposal. Report any spill, exposure, or equipment problem to the instructor immediately rather than attempting to address it yourself.

PART 12: CLINICAL INTERNSHIP

Read this part carefully. It generates more questions than any other section of the program.

12.1 Location

We make every effort to help you start an internship within 15 miles of your home address. If you live in a rural or remote area with fewer dental offices nearby, your placement may be farther away. The Student Success Team will discuss options with you before confirming your site.

12.2 What the Program Does

The CDA Program coordinates internship placement with partner and non partner dental offices. Your Student Success Team works to identify a host site appropriate to your location and availability.

The program does not guarantee placement at any specific office, in any specific city, or within any specific timeframe.

Participation in hands-on classes, internships, and clinical activities is subject to availability, site requirements, your compliance with program requirements, and operational considerations. The program may restrict, reschedule, or discontinue participation where necessary due to non-compliance, conduct, safety concerns, or site requirements.

12.3 What You Must Do Before Internship

You are eligible for your internship once you have:

- Completed all required coursework
- Hold valid CPR/BLS and 8-Hour Infection Control certificates, from the CDA Program or another approved provider.
- Met The Program Requirements to proceed.
  Y*ou may not take or expose X-rays at your internship until you hold a Radiation Safety certificate from a Dental Board of California-approved provider.*
- Met host office's onboarding requirements
- Obtain active professional liability insurance that meets the requirements outlined in Section 12.4.

Host office onboarding requirements are set by the office, not by the program. They commonly include the immunizations and TB screening listed in Section 3.4, a background check (Section 3.5), and proof of professional liability insurance (Section 12.4).

12.4 Professional Liability Insurance

Requirement: You must obtain and maintain active professional liability insurance before beginning any clinical or internship hours. Students completing unpaid internships should not assume they are covered by the host dental office's insurance.

Purpose: Professional liability insurance may help protect you against potential financial liability, legal costs, and claims arising from your clinical training activities, subject to the terms, conditions, exclusions, and limits of your policy.

Where to Obtain Coverage: Students may purchase coverage through **CM&F Group** (underwritten by *Medical Protective Company / The MedPro Group*), a leading provider of professional liability insurance for dental assistant students. Applications can be completed online directly on the CM&F Group website (cmfgroup.com), with instant proof of coverage delivered upon completion.

You may select another qualified insurance carrier, provided your policy fulfills the standard coverage limits required by the program and your host clinical facility. *(Check the limits below)*

Coverage Limits & Policy Specifications:

When securing coverage (e.g., through CM&F Group as a **Dental Assistant Student**), your policy must meet or exceed the following minimum standard requirements:

- **Policy Type: Occurrence-based coverage** *(covers incidents that occur during the policy period regardless of when the claim is reported)*.
- **Per Incident Limit: $1,000,000** per occurrence *(the maximum amount payable for any single claim or incident)*.
- **Annual Aggregate Limit: $6,000,000** aggregate *(the total maximum limit payable for all claims within the 12-month policy term)*.
- **Coverage Scope & Portability:** Student policies provide 24/7 coverage for clinical internships, hands-on labs, and student training hours permitted under state scope of practice regulations.

Cost & Proof of Insurance Submission

- **Cost:** Annual student premiums through CM&F Group typically range from **$40 to $81 per year**, depending on state filing rates and policy configuration. Check cmfgroup.com for current pricing.
- **Documentation:** Upon purchasing coverage, you will receive an **ACORD 25 Certificate of Liability Insurance**. You must submit a copy of this certificate to the Student Success Team prior to attending your first clinical assignment.

Important Notice

The California Dental Assistant Program does not provide, underwrite, or directly sell individual professional liability insurance. The program does not guarantee any provider's rates, eligibility, or coverage terms. Students are independently responsible for maintaining continuous active coverage throughout their entire clinical internship.

12.5 Costs You Are Responsible For

The following are your responsibility and are not covered by tuition:

- Immunizations and TB screening
- Background screening, where a host office requires one
- Scrubs and required personal attire
- Transportation to class locations and to your internship site
- Required Professional Liability Insurance (See Section 12.4 above for reference)

12.6 Conduct at Your Host Site

While at your host site you are representing yourself and The CDA Program. You are expected to:

- Arrive on time for every scheduled shift
- Notify the host office in advance if you cannot attend.
- Follow the dress, grooming, and infection control standards of the office
- Maintain patient confidentiality at all times and comply with HIPAA
- Work only within the scope permitted for a dental assistant student under California regulations and your certifications
- Take direction from the supervising dentist and office staff professionally
- Keep your phone out of operatories and patient areas

12.7 Hour Documentation

Your 240 hours must be documented and verified by your supervising dentist.

Document guidelines:

Where: You can find the document in the Internship Foundation Module in the section titled **Internship Documents**: Detailed Walkthrough

When: Complete every week throughout your internship.

Signed by: Supervising dentist or authorized office representative.

Includes: Dates worked and hours completed.

Submit: Upload the signed sheet to the Student Portal each week.

Hours not documented according to this process do not count toward your 240 hours.

12.8 If You Are Dismissed From a Host Site

If a host office ends your placement, your Clinical Education Coordinator will review what happened with you and with the office.

Reason	Outcome
Office circumstances (closure, staffing, schedule change)	Re-placement coordinated at no fault to you
Attendance or conduct	If you are not dismissed from the program, you must find a new internship site on your own.
HIPAA violation or patient safety incident	The student must find a new internship site at their discretion if not dismissed from the program.

Being dismissed from a host site for attendance or conduct may result in dismissal from the program (Section 14.3). Any refund follows Section 4.9.

PART 13: ACADEMIC PROGRESS AND INACTIVITY

Your enrollment is active for 12 months. The program monitors progress so that students do not run out of time without warning.

13.1 Progress Statuses

Status	Definition	What happens
On track	Active in the student portal within the last 30 days.	Routine Student Success Team check-ins
At risk	No portal activity for 31-44 days	Student Success Team outreach, progress plan
Inactive	No portal activity for 45 days	Written notice, status change
Window expired	12 months elapsed without completion	See 13.2

Reactivating Your Enrollment

If your status changes to Inactive, you'll receive a written notice by email and text. To reactivate, log in to your student portal and complete a reactivation call with the Student Success Team within 15 days of the notice. On that call, we'll build a progress plan to get you back on track.

Until you complete the reactivation call, hands-on class, internship, and live-session bookings are paused. Your course materials remain available. Your 12-month enrollment window does not pause while you are inactive.

If you do not complete a reactivation call within 15 days of your Inactive notice, your student portal access is suspended until you do. Payments remain due on your normal schedule, and your 12-month enrollment window continues to run. If you have not completed a reactivation call within 60 days of your Inactive notice, the program may withdraw you under Section 4.11.

13.2 Extensions and Re-Enrollment

If you will not finish the program within your 12-month enrollment window, you may apply for an extension during the last 30 days of your window. If your window expires before you complete the program, your enrollment ends. Depending on your progress, your options are:

Option 1: 3-Month Extension ($525)

Eligibility: You have completed your Final exam and hold a valid 8-Hour Infection Control certificate, from the CDA Program or another approved provider.

Option 2: 6-Month Extension ($1,050)

Eligibility: You meet one of the following:

- You have passed your First exam but have not completed your Final exam
- You have completed your Final exam but do not yet hold a valid 8-Hour Infection Control certificate.

Option 3: Re-Enrollment ($2,000)

Eligibility: You have not passed your First exam.

Re-enrollment includes a new 12-month enrollment window and full access to the program. Progress from your previous enrollment does not carry over, and practical supply kits that were already shipped are not re-sent.

How to Apply and Extension Limits

How to apply: submit the Extension Application (Student Portal → Student Forms) during the last 30 days of your enrollment window. The Student Success Team reviews your application and sends a written decision with your new enrollment end date. The extension fee is due before your extension begins, and the billing team sends you a payment authorization form. An extension does not change any balance you already owe. You may receive a maximum of two (2) extensions in total.

If an extension expires before you complete the program, your eligibility for a second extension is based on your progress at that time.

If you have used both extensions and have not completed the program, your only remaining option is Re-Enrollment.

All extension and re-enrollment fees are non-refundable.

13.3 Leaves of Absence

A Leave of Absence (LOA) lets you pause your enrollment for a qualifying personal reason without losing time in your 12-month enrollment window.

Qualifying Reasons:

- Medical reasons, including pregnancy and recovery
- Caring for an immediate family member
- Military service
- Undergraduate or college exams
- Other serious circumstances, approved case by case by the Program

How to Request a Leave:

1. Submit the Leave of Absence Request Form (Student Portal → Student Forms) before your leave begins. State the reason and your expected return date.
2. Provide supporting documentation if requested, such as a doctor's note or military orders. Personal details are kept confidential.
3. You'll receive a written decision within 5 business days. If approved, it will include your new enrollment end date.

In an emergency, you may request a leave up to **14 days after** it begins.

Leave Limits:

- Each leave may last from **30 to 90 days**.
- Total leave may not exceed **180 days** across your enrollment.
- Leave must be requested and approved **before your 12-month enrollment window expires**. A leave cannot be used to avoid the extension or re-enrollment options in Section 13.2.

During Your Leave

- Your 12-month enrollment window is **paused** and extended by the length of your approved leave.
- Online course access, hands-on classes, the internship, and live-session bookings are paused. Any scheduled sessions will be cancelled.
- If you are in your internship, your placement may be released. The Student Success Team will work with you on a new placement when you return.
- There is no fee for an approved Leave of Absence.
- Payment plan payments continue on their normal schedule during your leave. Tuition relief (Section 4.6) is not available while you are on leave.

Returning From Leave

- Contact the Student Success Team at least **5 days before** your return date to schedule a return call. On that call, we'll update your progress plan and rebook your sessions.
- You may return early at any time. If you do not return by your approved date and have not asked to extend your leave, your enrollment window resumes and your status changes to Inactive (Section 13.1).

PART 14: STUDENT CONDUCT AND DISCIPLINE

14.1 Code of Conduct

The following apply at hands-on classes, at your internship site, in program community spaces, and in any communication with program staff:

- Treat staff, instructors, host office personnel, patients, and fellow students with respect
- Do not use profane, abusive, harassing, or discriminatory language
- Do not photograph or record classes, instructors, staff, or fellow students without their permission. Never photograph or record patients or anything at your host office.
- Do not attend any program activity under the influence of alcohol or non-prescribed controlled substances
- Do not misrepresent your credentials, your progress, or your hours
- Do not damage or misuse program or host office property

Concerns or complaints involving program staff, instructors, or host offices should be raised through the program's designated communication channels. (Review Part 15)

Students are expected to communicate concerns respectfully and use the appropriate process when seeking resolution. Harassment, threats, disclosure of confidential information, or other conduct that violates program policies may result in disciplinary action.

For conduct during hands-on classes, see Section 10.6.

14.2 Progressive Notices

For conduct, attendance, and appearance issues that do not warrant immediate dismissal, the program uses a three-notice process:

Notice	Action
First	Written notice to the student from the Student Success Team, documented in the student record
Second	Written notice plus a required conversation with the Student Success Team.
Third	Written notice and review for dismissal under Section 14.3

Notices remain on your record for the duration of your enrollment.

14.3 Grounds for Dismissal

The following may result in dismissal:

- Falsifying any information on your application, your hour logs, or any program document
- Academic dishonesty, as described in Section 8.4
- Violating patient confidentiality or HIPAA
- Being dismissed from a host site due to attendance or conduct issues may result in dismissal from the program.
- Harassment, discrimination, or threatening behavior toward anyone connected to the program
- Being under the influence of alcohol or non-prescribed controlled substances at a class or host site
- Accumulating a third notice under Section 14.2
- Failure to meet financial obligations under your Student Enrollment Contract and any Finance Agreement

14.4 Program Standing and Administrative Authority

You are responsible for completing all required program components and remaining in compliance with program requirements all the time.

Failure to meet program requirements or comply with this handbook may result in administrative action, including a notice under Section 14.2, participation restrictions, removal from activities or community groups, additional requirements, applicable fees, suspension, or dismissal.

The program interprets and enforces its own policies and determines appropriate action based on the nature, severity, frequency, and circumstances of an issue.

Action is taken where reasonably necessary to protect students, staff, instructors, patients, clinical partners, dental offices, class providers, program operations, and the integrity of the educational environment.

14.5 Dismissal Process

Except where immediate dismissal is warranted due to the nature or severity of the issue, including but not limited to threats to patient safety, HIPAA violations, or threatening behavior, dismissal follows this sequence:

1. Written notice to you describing the issue
2. An opportunity to respond, within 5 business days
3. A decision by the Student Success Team
4. Written notice of the decision, including appeal rights

Dismissal does not relieve you of financial obligations under your Student Enrollment Contract and any Finance Agreement.

PART 15: GRIEVANCE AND APPEAL

15.1 Raising a Concern

If you have a concern about the program, a team member, a student, an instructor, a host site, or a decision affecting you:

1. Raise it with your Student Success Coordinator first. If your concern involves your coordinator or the Student Success Team, skip this step and email hello@californiadentalassistant.com with the subject line "Confidential Report" (see Section 5.3). For emergencies, call 911 first.
2. If unresolved, submit the Student Concern & Incident Report form (Student Portal → Student Forms), or email hello@californiadentalassistant.com with the subject line "Student Grievance." Include what happened, when, who was involved, and what resolution you are seeking.
3. The Program Administration Team will respond within 7 business days.

Grievances are documented in your student record along with their resolution.

15.2 Appealing a Decision

To appeal a dismissal or other formal decision, submit the Student Decision Appeal Form (Student Portal → Student Forms) or email hello@californiadentalassistant.com within 7 business days of receiving the decision.

Appeals are reviewed by the Program Administration team, separate from the Student Success Team that made the original decision. You will receive a written decision within 7 business days. The decision on an appeal is final. For concerns about a Dental Board-approved course, you may also contact the Dental Board of California at www.dbc.ca.gov.

PART 16: CERTIFICATES AND COMPLETION

16.1 How Certificates Are Earned

Your California Dental Assistant Program Certificate is issued after the CDA Program verifies that you have satisfied all applicable requirements. Those requirements are:

- Completion of all required coursework and assessments
- Completion of all 240 internship hours, documented and signed as required under Section 12.7
- Submission of all required documentation

Enrollment, payment, or partial completion does not by itself earn a certificate. Completing an individual course or component earns that component, not the full certificate set.

The program determines whether the applicable requirements have been satisfied. Where it determines they have not, you will be told specifically what is outstanding and what is required to complete it.

16.2 What You Receive

Your California Dental Assistant Program Certificate is emailed and mailed to you when you complete the program. Certificates for the Dental Practice Act, HIPAA, OSHA Bloodborne Pathogens, and Sexual Harassment Prevention courses are issued when you complete each course, sent to the address on file. Keep that address current. Your Infection Control, Radiation Safety, and CPR/BLS certificates are issued by the course provider when you finish each course.

16.3 Problems With Your Packet

If your packet does not arrive, or a certificate contains an error, contact your Student Success Team. Reprints are handled under the program's certificate mailing process. Name errors are corrected in your enrollment record first, then reprinted.

PART 17: PRIVACY, RECORDS, AND MEDIA

17.1 Your Student Record

The California Dental Assistant Program maintains a student record for each enrolled student. This record may include your application, Student Enrollment Contract, academic progress, hands-on class attendance, internship hour documentation, communications, notices, grievances, and certificate issuance.

Requesting Your Records: To request a copy of any part of your student record, email hello@californiadentalassistant.com with the subject line "Records Request." Specify which documents you need and where you would like them sent. We will respond within 10 business days.

Privacy: Your student record is confidential. The program will not share your records with individuals or organizations outside the program, including employers and internship sites, without your permission, unless disclosure is required by law.

Accommodation documentation is maintained separately (see Section 5.2).

Corrections: If you believe any information in your student record is inaccurate, email us with the relevant details. We will review your request and respond in writing.

Record Retention: Student records are retained for five years after your last enrollment date. Proof of completion and certificates issued are retained permanently.

17.2 Patient Information and HIPAA

During your internship, you may be present during patient care and have access to confidential patient information. Protecting patient privacy is a professional and legal responsibility.

You must follow these requirements at all times:

- Never disclose patient names, identifying details, medical information, or other confidential patient information to anyone outside the host dental office, including classmates, family members, or program staff.
- Never photograph, film, record, or otherwise capture patient information or activities at your host dental office.
- Never share or post information about your internship experience on social media if it could identify a patient or the dental office.
- Follow all applicable HIPAA requirements and the host dental office's privacy policies.

A HIPAA violation or unauthorized disclosure of patient information may result in immediate dismissal from the program and may carry additional legal or professional consequences.

17.3 Photography, Recordings, and Student Media Authorization

As part of your participation in the California Dental Assistant Program, you may voluntarily participate in recorded live sessions and submit or provide photographs, videos, testimonials, feedback, written statements, or other materials related to your experience with the program.

Authorization to Use Student Materials

If you opt in to the Media Authorization in your Student Enrollment Contract, you authorize the California Dental Assistant Program to use, reproduce, edit, publish, distribute, and display those materials for the following purposes:

- Marketing and advertising.
- Program promotion and student recruitment.
- Educational and informational purposes.
- Presentations and program-related communications.
- Other legitimate purposes related to the program.

You can withdraw your Media Authorization at any time by emailing hello@californiadentalassistant.com. New uses of your materials stop within 30 days of your request. Materials already published may remain in use. Students under 18 need a parent or guardian's initials to opt in. This authorization includes the use of submitted materials across the program's website, social media platforms, advertisements, presentations, student community groups, and other communication channels.

Ownership and Permission

You confirm that any photographs, videos, testimonials, written statements, or other materials you submit are your own or that you have obtained the necessary permissions to provide them to the program.

Submitting materials does not guarantee that they will be published or used. The program retains discretion over whether, where, and how submitted materials are used.

Recorded Live Sessions

Certain live sessions may be recorded for program-related purposes. By participating in a session designated as recorded, you acknowledge that your participation may be captured and used for training and program purposes. Recordings are used in marketing only if you opted in to the Media Authorization.

Recording and Photography Restrictions

Regardless of any media authorization, the following restrictions always apply:

- You may not photograph, film, or record classes, live sessions, team members, instructors, program instructions, or fellow students without their permission.
- You may not photograph, film, record, or capture any information, individuals, activities, or materials at your host dental office under any circumstances.
- Your media authorization does not grant permission to capture or disclose patient information or confidential information belonging to an internship site.

These restrictions apply regardless of whether the recording or photograph is intended for personal, educational, or social media use.

PART 18: REQUESTS AND FORMS

18.1 How to Request Anything

Use this table to find out how to submit a request, when to submit it, and when to expect a response. All forms are on the Student Forms page in your student portal (Student Portal → Student Forms). All emails go to hello@californiadentalassistant.com.

Request	How to submit	When	Response
Accommodation (5.2)	Accommodation Request Form	As early as possible	Written decision within 10 business days from Admissions (before enrollment) or the Student Success Team
Deposit refund (4.2)	Email, subject line "Deposit Refund"	Before you sign your Student Enrollment Contract	Refund within 30 days
Cancellation (4.9)	Email, subject line "Cancellation"	Within 3 calendar days of signing	Refund within 30 days
Tuition relief or late relief (4.6)	Tuition Relief Request	10+ business days before the due date, or up to 14 days after for late relief	Written confirmation from billing
Balance questions (4.4)	Billing: (916) 587-7796 or email	Any time	Billing team
Withdrawal (4.10)	Email, subject line "Withdrawal Request"	Any time after the cancellation period	Contact within 2 to 5 business days
Leave of absence (13.3)	Leave of Absence Request Form	Before your leave begins (emergencies: up to 14 days after)	Written decision within 5 business days

Extension (13.2)	Extension Application	During the last 30 days of your enrollment window	Written decision from the Student Success Team with your new end date
Concern, complaint, incident, or harassment (5.3, 15.1)	Student Concern & Incident Report, or email subject line "Student Grievance." If it involves your coordinator or the Student Success Team: "Confidential Report"	As soon as possible	Program Administration within 7 business days
Appeal of a decision (15.2)	Student Decision Appeal Form, or email	Within 7 business days of the decision	Written decision within 7 business days
Copy of your records (17.1)	Email, subject line "Records Request"	Any time	Within 10 business days
Correct your records (17.1)	Email with the details	Any time	Written response
Withdraw media authorization (17.3)	Email	Any time	New uses stop within 30 days