Edison College Canada
SINCE 1973
LEARN TODAY, LEAD TOMORROW

Information Kit

Dental Office Administration

Diploma

54 Weeks Program

Program Duration:
Theory: 54 weeks / 1080 hours

Delivery Methods:
In-Class/Distance

Campus Location:
Victoria, BC

Program Description

The Dental Office Administration diploma program is a comprehensive course meticulously designed to transform aspiring professionals into the operational backbone of modern dental practices. This program bridges the gap between clinical excellence and administrative precision, immersing students in healthcare communication, medical terminology, and complex reception procedures.

Through a curriculum balancing theory and hands-on practice, students build the technical proficiency and professional confidence required to provide exceptional patient support.

At the core of the program is a focus on strategic office management and workflow optimization. Students learn to coordinate intricate schedules that maximize clinic productivity while maintaining a high standard of patient care. This expertise is paired with a thorough grounding in dental anatomy, enabling administrators to act as vital liaisons between clinical staff and patients.

Career Opportunities

- Dental Office Administrator
- Dental Office Receptionist
- Clinic Coordinator
- Dental Office Manager

Estimated Salary

Dental office assistants or dental receptionists usually earn in the range of $33,800 to $60,320 annually, according to the Canadian Job Bank.

The wage range of dental office assistants is from $16.25 to $29.00 per hour. Your salary will mainly depend on your experience and the province where you work.

Dental Office Administrator

Salary Range

$33,800 - $60,320

Admission Requirements

High school graduate or equivalent or mature student status (19 years or older before starting the program).
Meet one of the following English language Proficiency requirements:
Minimum Grade 10 English plus a minimum of three years of full-time instruction in English completed in a country where English is one of the principal languages.
Overall minimum IELTS (Academic) score of 5.5, or
Overall minimum TOEFL score of 46 (Only TOEFL iBT is accepted), or
Overall minimum CAEL score of 40, or
Overall minimum CELPIP score of listening 6, reading 5, and writing 5, or
Overall minimum Duolingo English Test (DET) score of 95.

The Accuplacer assessment may be accepted only under the following conditions:
English is the program's language of instruction, or
The applicant is a mature domestic student facing barriers, and the applicant cannot access their educational records or cannot provide sufficient evidence of secondary or post-secondary education.
The applicant provides 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.
The applicant provides a signed self-declaration.
The applicant completes an Accuplacer English Assessment and achieves the following minimum scores: Minimum overall reading 235 and writing 235, and WritePlacer: 4.

Courses

Basic Dental Terminology (150 Hours)
Medicine, like other professions, has its own language. Students will learn to work with the specialized terminology of medicine, including the pronunciation and spelling of terms to describe medical circumstances and situations. Students will learn through descriptions, illustrations, and exercises to identify the major anatomical features and systems of the body and the common pathologies, which can adversely affect these systems. This foundational knowledge is essential for a dental office assistant to communicate effectively with the clinical team.

Capstone Career Development (40 Hours)
In this course, students embark on a culminating journey to integrate and apply skills acquired throughout their program. The course primarily focuses on resume building, interview techniques, and strategies for successful integration into the dental workforce, ensuring every graduate of this dental office assistant course is ready for the Canadian job market.

Charting and Records Management (80 Hours)
Students begin this course with an introduction to ethics and protecting the privacy of dental clients. This course provides students with the knowledge and skills to maintain patient records. Topics will include patient registration, health history forms, records retention, and records transfer. Students will learn symbols and abbreviations used in clinical charts and practice entering existing conditions and recording treatment procedures on a clinical chart, a key duty for any dental administrative assistant.

Dental Reception Procedures (90 Hours)
This course presents complete and accurate coverage of the basic skills needed to perform effectively as a dental office manager and will provide students with the knowledge and skills related to dental reception procedures. Topics will include the daily routines and tasks of an office, telephone, developing client communication skills, and the basic steps in filing. Students will practice appointment management and establish continuing-care systems. This course will also teach students various formatting styles for written communication, inventory systems, and time management. Other topics include becoming familiar with dental specialties and becoming acquainted with types of drugs commonly prescribed in a dental office, preparing the student to be a highly efficient dental office administrator.

Dental Software Management (80 Hours)
Students are introduced to dental software packages commonly used in offices and facilities. The software functions include patient registration, appointment booking, billing, reconciliations, and records management. The course also describes the various reports used in dental office bookkeeping in a computerized system.

Financial Systems (90 Hours)
This course will teach students how to perform all tasks associated with basic office bookkeeping. Students will learn financial systems used in a dental office including accounts receivable and accounts payable. The course also covers establishing financial arrangements, payrolls basics, petty cash, debit and credit transactions, daily banking, and bank reconciliation. Other topics include marketing the dental practice.

Health Care Communications (100 Hours)
Learning basic communication skills, especially relating to the medical field, will assist students in dealing with all patients. Understanding cultural differences and encouraging diversity can add a new dimension and safer patient healthcare delivery to the medical office, allowing a positive experience for everyone.

Medical Ethics and Confidentiality (60 Hours)
This course is designed to navigate the complex landscape of ethical considerations and confidentiality standards in dental practice. Students will explore legal and regulatory frameworks governing patient confidentiality. Through case studies and interactive discussions, students will develop the skills needed to address ethical dilemmas and ensure the protection of patient privacy in a dental office setting.

Medical Languages (150 Hours)
In the second level of the course, students will learn the medical language, including: Urology—the urinary system; Endocrinology—the endocrine system; Neurology—the nervous system; Otolaryngology—the special senses (ear and eye); Gynecology and Obstetrics—the female reproductive systems; and Genitourinary—the male reproductive system.

Microsoft Excel (20 Hours)
Relying heavily on a hands-on practical training approach, students learn by doing skills-based simulations, training, and assessments in Microsoft Excel. The course starts with an overview of spreadsheets and how to use the common features and functions of Microsoft Excel. The course then focuses on the core features of Microsoft Excel where students learn how to enter and format data and use the various functions and formulas to manage and manipulate data. The course continues with more advanced topics such as performing quantitative analysis with logical, lookup, and various mathematical and financial functions. Depicting data visually is an important feature of Excel. Students will learn how to work with charts in Excel to produce a variety of different charts based on data housed in a spreadsheet. Finally, students will learn to handle large volumes of data with datasets and tables.

Microsoft Outlook (20 Hours)
This course presents the MS Outlook application interface, tools, and features. You will learn about the fundamentals of email application, scheduling, calendars, contact lists, creating, forwarding and managing messages. This course relies heavily on hands-on activities that allow you to learn concepts by practicing them on a regular basis.

Microsoft Word/Keyboarding (20 Hours)
This course introduces students to word processing with Microsoft Word. Relying heavily on a practical training approach, students learn by doing skills-based simulations, training and assessments. Learners will focus on the core features of Microsoft Word such as proper document formatting, organization and editing using the tools and features of the ribbon. The course will then continue with more advanced topics such as working with tables, lists, objects, templates, footnotes, endnotes, and mail merges. Students will also explore the collaboration features that allow users to share and collaborate on documents through the use of track changes, sharing and reviewing.

Microsoft PowerPoint (20 Hours)
This Introduction to PowerPoint training class is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint. Students will explore the PowerPoint environment and create a presentation by formatting text on slides to enhance clarity and add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation in order to present data in a structured form and then finalize a presentation.

Student Support Award

$5,000

Note:

Effective October 2026, the Student Support Award is applied toward program tuition fees. Following each disbursement, the applicable portion of the Award will be provided to the student within 6–8 weeks, provided the student meets the required attendance and academic performance conditions.

To remain eligible, students must successfully complete all required courses and the practicum, graduate from the program, and have no outstanding tuition balance.

Students who withdraw, are terminated, or fail the program will not be eligible for the Award and must repay to the College any Award amount that is required to be returned. If not repaid, the amount may be sent to collections, where applicable.

Full Name _____ **Date** _____

Signature _____

Edison College Canada
SINCE 1973
LEARN TODAY, LEAD TOMORROW

Copyright © 2026
All rights reserved. This document or any portion thereof may not be reproduced or used in any manner whatsoever without the express written permission of Edison College.

Edison College Canada
3318 Oak Street
Victoria, BC, V8X 1R1
www.edisoncollege.ca