

National Diploma in Dental Nursing - Student terms and conditions

The total period of learning support from Infills Academy LTD is 18 months or leading up to the set of examinations. The 18 month period of support will begin from the date of your online Registration.

The NEBDN exam structure is split into 3 parts i.e. Written and OSCE (which is now split into 2 exams). A student must pass the Written part first in order to be automatically entered into the OSCE exam, which normally takes place 2 months after your Written exam.

If a student fails the Written part, you will be entitled to a re-sit at an additional cost for the exam and extended tutor support for the next exam intake which is either April or November dependent on your original exam date.

If a student passes the Written but fails the OSCE part of the exam then an additional fee to re-sit the next available OSCE exam will be charged (please see NEBDN schedule of fees and Infills Academy fees).

The student has to extend their support period to cover them for an additional 6 months. This can be done at a discounted cost of £299.00 for the OSCE exam and £500 for the Written exam. This will include Online Revision Modules along with support and continuation of marking the EROE if required. Please note, this fee does not include the cost of the re-sits.

If a student wishes to rebook the course (valid for a further 18 months) because within 18 months they have either:

Failed to meet the deadline for ROE application form within the 18 months in order to complete the exam that they originally booked the course for then a full charge will incur.

The Qualification Process

Full qualification of The Diploma in Dental Nursing is achieved by completing the process below; the student recognises that failure to complete any part of the process will result in not successfully becoming qualified as a dental nurse.

Subscribe and complete our course online (Infills Academy LTD are fully approved)

Complete all required practical and written assignments from The Record of Experience.

Successfully pass all exam parts of The Diploma in Dental Nursing Examination for Dental Nurses.

Once purchased the Record of experience document is valid for 3 years maximum, please be aware that it is not possible to give time spans to how long it will take each student to complete their individual record of experience documents.

Examination Fees

All students should be aware that the National Examination Board for Dental Nursing charge £510.00 to all applicants wishing to sit the Diploma exam as of March 2023. This examination fee will need to be submitted to Infills Academy LTD.

(Please note that as from May 2012 all successful candidates will receive a NEBDN qualification badge along with their certificate. Therefore students will not need to apply for and pay extra for this.)

Exam applications will be forwarded to the examination board for acceptance on the following conditions:

Examination fees have been paid.

The student's record of experience document has been completed (must be completed 2 months prior to exam and have at least 6 months working time on it)

You hold a valid current CPR or Basic Life Support certificate.

Your Mock Exam result shows progressive understanding of the Syllabus.

The requirements listed above are subject to deadlines set by Infills Academy LTD. Infills Academy LTD reserves the right to set all revised deadlines. All students will also need to have a valid CPR or Basic life support certificate before being permitted to sit the Diploma examination.

Your Written Examination will take place online via Maxexam software.

The examinations will be split over three parts, held on three separate occasions. The first part consisting of a written paper, containing 75 Multiple Choice questions (MCQs) and 50 Extended Matching questions (EMQs). The total time allowed for this part will be 2 ½ hours. Candidates who are successful in the written section will automatically be entered to the practical OSCE assessments (Objective Structured Clinical Examinations). Part one consists of a workbook will also be held via the Maxexam software and the second part will consist of 7 verbal OSCE scenarios, also held online via Zoom.

Infills Academy LTD will explain all deadlines related to the students to ensure a smooth course experience.

Deferring an Exam

Please see NEBDN fees schedule and Infills Academy additional fees

Deferment policy

Infills Academy LTD has offered a deferment policy for our students that enable a student to defer from their original booking onto the next available exam in our sequence of cohorts. This opportunity is looked at on a case-by-case basis and must be confirmed by NEBDN. Please note that if a student is deferred to a later course enrolment/exam, the course fees still need to be paid as per the original direct debit agreement in its entirety. Unfortunately a postponement of the fees will not take place.

Payment of Course fees

Option 1 Full Payment

All course fees are to be paid in full before a login and starter pack is sent to you for your registration to the Diploma in Dental Nursing course. The course Tuition fee is £925 plus the exam fee of £510 (NEBDN Examination Fee). Total fee is £1435.

Option 2 Monthly instalment option

If you have chosen the Instalment Plan option, your monthly payment will be taken by direct debit after completing and agreeing to our direct debit mandate conditions.

In agreeing to these terms and conditions, you are also agreeing to pay 12 monthly direct debit instalments of £96.00. These payments are debited from your account for 12 months from your start date.

Should a direct debit payment fail, we will attempt to collect the payment again.

To participate in the monthly instalment plan, students must pay an initial deposit upon enrolment of £510 for the written exam, and the remaining balance will be divided into equal monthly payments. Please note students can only opt for monthly instalments providing there is 12 months between enrolment and first examination.

Written Exam Fee:

All students must pay the written exam fee upon enrolment. The written exam fee is not included in the monthly instalment plan and must be paid separately and access to Pebblepad for ROE will not be granted until examination booking has taken place.

If a student has outstanding fees, including the written exam fee, they may be prohibited from commencing the course.

On choosing the instalment option, you agree to the above schedule of payments. Please note: The course fees are due in full even if you decide to withdraw from the course. In the event of an unsuccessful monthly collection of an instalment payment, there will be an additional penalty to pay of £40 on top of your monthly Instalment fee.

Additional fees will apply for any 1:1 zoom tutoring required by the student for extra support. There will be a charge of £20ph.

1. Transfer from another course provider

When a student wishes to transfer from one course provider to Infills Academy and are at least 50% of all modules and ROE completed, this can be done at a discounted cost of £350.00.

This will include support and continuation of marking the EROE if required as well as full access to the course. Please note, this fee does not include the cost of the exam.

When a student wishes to transfer just their ROE from one course provider to Infills Academy there will be a cost of £130

When a student wishes to transfer from one course provider to Infills Academy and are at less than 50% completed in modules and ROE, this will incur a full charge.

Refunds

Registration is counted from the day you buy the course or request the course to begin and therefore the refund period also starts from that date. The only time that Infills Academy LTD agrees to refund the course fee is if we decide not to run or cancel the course. There is a 14-day cooling off period when purchasing the course wherein there will be a refund of £50 if paying monthly and £900 if full payment made. Students will receive a full refund on the training course in the event that Infills Academy LTD can no longer provide the training for whatever reason.

The NEBDN hold the right to initially accredit our Training courses and only on acceptance of this initial accreditation will our courses start the tuition of the National Diploma of Dental Nursing Course.

Where a candidate falls pregnant within 1 calendar month of enrolment, and this has been declared after the 14-day cooling off period, Infills Academy LTD will refund 50% of any monies that have been paid up to the date of declaration of

pregnancy to Infills Academy LTD. Where a candidate falls pregnant within 3 months after enrolment, no refund will be given but the candidate will be given the choice of either completing the current course or be moved to a course at a later date.

Cases of pregnancy are to be supported proof in the form of a letter from the candidates GP before any move or refund is given.

Record of Experience

Your ROE login details will be provided directly from the NEBDN via email once exam booking has been completed by us (after 14-day cooling off period). They may take up to 28 days to send these details out. Infills Academy LTD do not have access to these details due to GDPR. You will be provided with the date that the ROE will need to be completed by from your designated tutor.

Reminders of your deadlines will be sent to all students throughout the course duration via email.

All students are requested to upload work for the Record of Experience on a regular consistent basis and not just upload all in a short space of time.

All Students must have a minimum of 6 months' work on the ROE to comply with the NEBDN Standards.

Student Identification

All students are required to produce a copy of their passport with photo ID or driver's license with photo ID on registration.

Student Induction Pack

On successful registration, you will be sent a Infills Academy LTD starter pack for your online Diploma in Dental nursing course. This pack will include a welcome letter and Dental Nurse manual. There will also be an induction arranged between the student and their tutor via Zoom.

Communication between Infills Academy LTD and Students

Tutors and administration staff will make every effort to inform students as to any changes that may occur during the course, however as a centre, Infills Academy LTD cannot be held responsible information that a student has not become aware of due to absence, incomplete forms being filled in, change of postal address, change of e-mail address, change of telephone numbers where the student has failed to inform the centre of such changes in their circumstances.

Change of Tutors

Infills Academy LTD reserves the right to change or replace tutors at short notice which may be due to unforeseen circumstances such as sickness and/or emergencies. Infills Academy LTD do not guarantee the same tutor for an entire term of any course. In cases of unforeseen teacher absence, Infills Academy LTD will supply a substitute tutor/tutors for the period of the absence where enough notice was given which is 72 Hours via telephone calls and e-mails but cannot be held responsible for unreceived messages due to incorrect or eligible contact details which have been given to Infills Academy LTD or a failure of the student to access any messages left for them by Infills Academy LTD Staff members.

Study Materials

The student is expected to supply their own textbooks and research material.

Refugees and Overseas students

Infills Academy LTD cannot be held responsible for the failure of students to gain permission to study in the UK by the UK border agency. All students are solely responsible for attaining the correct information and permission to study in the UK ensuring that they obtain the correct visa before paying any part of their course fee. Please be aware that students must allow a reasonable amount of time in which to complete the record of experience document therefore no refunds will be given to any student who cancels a course on these grounds.

Plagiarism

“Plagiarism is the process of taking another person’s work, ideas or words and using them as if they were your own.” Any student found guilty of plagiarism will not be put forward for examination with the Examination Board or have their record of experience document submitted to the NEBDN. In this case, no refunds will be given.

Withdrawal

If you withdraw from the course or fall behind with financial payments and are subsequently suspended or terminated from the course, then your account will cease to remain active and no refund will be given.

Equal Opportunities

You will may come across a variety of staff from different backgrounds. We are committed to ensuring that everybody is treated equally and fairly, regardless of age, sex, ethnic origins, background or disability. In line with our policy you must treat everybody with whom you come into contact with respect. Should you

experience any discrimination or harassment then please come and talk to a member of Infills Academy LTD staff.

Misconduct

Good discipline is essential to the smooth running of the course. If you are found guilty of misconduct i.e.: consistent poor homework etc, the following steps may be taken:

1. a) Verbal Warning
- b) 1st Written
- C) 2nd written
- d) Final written warning

Gross Misconduct will result in an instant dismissal of the course. Examples of gross misconduct are:

Verbal abuse towards the tutor or staff

Violation of Equal Opportunities policy

Any fraudulent signing of documents for e.g. ROE witness forms or ROE tracking documents

In the event that you have any grievance relating to the training then please follow the steps below:

Speak to your tutor to discuss your views

Complaints from Students

If a student is dissatisfied with either the course's educational provision (other than the award of credit, a mark, or grade) or its support services, the following procedure must be followed.

Step 1: Speak to the admin department to discuss your views

Step 2: Contact the admin department on admin@infillsacademy.com. You will receive a response within seven working days.

Step 3: if you are still not satisfied then please put your complaint in writing to Krishna Cunningham/Tiffany Borhani, Directors. You will receive a response inside seven working days.

The Director(s) will acknowledge the complaint when received and resolve the complaint informally where possible, and record its outcome, where the issues

raised by the student appear capable of effective and fair resolution by informal discussion with the student.

If it appears to the Director(s) that the complaint appears on the face of it to be unjustified, misconceived or vexatious the Director may write to the student and invite withdrawal of the complaint on such basis with an indication that the complaint will only proceed to an investigation if the student responds in writing and requires the complaint to proceed.

In the event of a complaint proceeding formally, the Director(s) will consider the complaint in consultation with those concerned in the provision of the service e.g. the course tutor, internal assessor, or other managers.

Where a complaint puts in question a matter of academic performance and/or professional judgment/reputation of the person who is the subject of the complaint he/she shall have a right to put their case to the Director(s).

The Director(s) will provide the student with a provisional response in writing as soon as reasonably practicable, and in any case within four weeks of receiving the complaint. The student will be invited to comment in writing within seven days. The Director(s) will review the provisional response in the light of any observations communicated by the student and then finalize and provide the student with the written response itself within seven days of receiving any observations on the provisional response.

If the Director(s) decides that there is a basis for the complaint, the Director(s) will seek an equitable resolution of the issue.

If a student is expelled, a letter detailing the reasons will be sent to the student. The student will not be entitled to a refund of course fees paid. Infills Academy LTD reserves the right to expel instantly any student contravening our gross misconduct policy.

STATEMENT OF HEALTH & SAFETY

1. General Statement

1.1 Infills Academy LTD fully recognises the duties placed upon it under the Health and Safety at Work Act 1974 and all other relevant legislation. The company is committed to ensuring it at least complies with the minimum requirement and wherever reasonably practicable shall exceed them.

The company recognises the duties it has to not only its staff, students and any others who may be affected by its activities and shall adopt the principle of zero tolerance with regard to accident prevention. This principle is underpinned by the acceptance of the company that no accident at work is acceptable.

1.2 Infills Academy LTD also recognises the position it holds within the Training Industry and as such, is committed to the production of high-quality training materials.

2. Policy Objectives

2.1 Health & Safety must be regarded as a mutual objective for management and employees at all levels. Therefore, management will:

Provide and maintain a safe, healthy working environment with safe access and outlets;

ensure the safety of staff who is mobile workers or those who work from work.

Provide safety training, information and instruction as required for all employees, students etc, as appropriate.

Provide all necessary safety devices, protective equipment and supervise their use.

Maintain a constant and continuing improvement in all aspects of safety, in particular by introducing and monitoring safety procedures.

Consult employees on matters relating to workplace health, safety and welfare, development and review of policy and procedures through safety management established within the company.

Communicate relevant Health and Safety information through internal e-mail.

2.2 Staff have a duty to co-operate fully in the operation of this Policy by:

Working safely and efficiently, complying with any instruction, information and training in accordance with all procedures and statutory obligations.

Immediately reporting incidents (including accidents, near misses, which have results in, or may lead to injury).

Assisting with the investigation of accidents and aiding the introduction of measures to prevent a recurrence.

3. Policy Implementation

3.1 The company has appointed a Manager responsible for Health & Safety who will ensure continual strategic direction with regard to health, safety and welfare in Infills Academy LTD.

3.2 The Health and Safety Officer shall maintain the safety management system and ensure processes are in place for its continual improvement.

3.3 Managers are responsible for implementation and operation of the safety management system in their departments and will be accountable to the Director responsible for Health and Safety. Managers will be supported in this function by the Health and Safety officer.

3.4 This policy shall be reviewed whenever circumstances require it such as changes to legislation or activities and at least annually.

3.5 This policy shall be issued to all new members of staff and be made available upon request from the office.

VERSION NUMBER	PURPOSE/CHANGE	AUTHOR	DATE
0.02	Fees changed following increase to NEBDN schedule of fees	Krishna Cunningham	18/11/2022
0.03	Student zoom induction added.	Krishna Cunnigham	24/03/2023
0.04	Fees changed following increase to NEBDN schedule of fees	Krishna Cunningham	23/11/2023