



**NAJRAN UNIVERSITY**  
**FACULTY OF DENTISTRY**  
**INTERNS UNIT**

**Dental Intern's manual**  
**(Information and instructions booklet)**

**2021/2022**

## Dental Intern's manual 2021/2022

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The **Dental Internship Training Program** is a 12-month program (**Usually starting on July, 1<sup>st</sup> in the same year of passing the level 12, to june 30<sup>th</sup> of the next year**) dedicated to train graduates of the Faculty of Dentistry, Najran University. The Faculty of Dentistry is taking a leading role in the continuous education and training of its graduates in order to have efficient, ethical, compassionate, and clinically competent practitioners in the art and science of dentistry.

Students who have finished their ***Bachelor of Dental Surgery Degree*** (BDS) are required to complete a twelve-month internship training as an essential requirement for full registration as a dental practitioner by the Saudi Commission for Health Specialties. Upon successful completion of the program requirements, the candidate will receive an internship training certificate issued by the Faculty of Dentistry, Najran University.

The essence of the Dental Internship Training Program is to facilitate the transition of closely supervised undergraduate students to be independent dental practitioners responsible for his own professional audit. It also serves as an essential buffer period for academic authorities to be assured that the undergraduate curriculum is adequate and structurally sound. In addition, it exposes the interns to different specialties in dentistry that may help them identify his particular area of interest in dentistry and to supply them with adequate information related to various career options.

**The Dental Internship Training Program aims to achieve the following:**

1. Improvement of the interns' dental knowledge.
2. Development of interns' clinical skills.
3. Development of interns' confidence in his skills and abilities.
4. Improvement of communication skills.
5. Development of professionalism.
6. Development of scientific research skills.
7. Participation in community and volunteer dental project.

***Learning Objectives:***

**A. Clinical care and skills:**

**At the end of the Dental Internship Training Program, interns should be able to:**

- 1- Perform clinical procedures safely to ensure that patients are not subjected to unnecessary risk.
- 2- Apply the principles of good dental practice and the standards of competence, care and conduct expected of any dentist worldwide.
- 3- Integrate the clinical, basic, behavioral and social sciences on which dental practice is based.
- 4- Recognize personal and professional limits, and be willing to ask for help when necessary.
- 5- Recognize the health hazards of dental practice.
- 6- Respond to patients' complaints and questions appropriately and effectively.
- 7- Perform physical, oral and dental examination and interpret the findings and results of commonly used investigations and oral radiographs.
- 8- Be proficient in obtaining a detailed record of patient's history and make clinical decisions and diagnosis based on the evidence gathered.
- 9- Write treatment plan to investigate and manage the case.
- 10- Manage emergency dental cases.
- 11- Provide dental management for medically compromised patients (e.g. recurrent, chronic disease and people with mental or physical disabilities).
- 12- Work in different clinical settings and hospitals and provide dental services to the public.
- 13- Demonstrate preventive aids to educate the patient.

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- 14- Recognize cases, which are beyond his level and write a detailed referral form to the appropriate department.
- 15- Document his dental procedure in the patient's file.
- 16- Manage time in the clinic.

### B. Professionalism and communication skills:

**At the end of the Dental Internship Training Program, interns should be able to:**

- 1- Gain, assess, and integrate new knowledge with old knowledge and be able to adapt it to improve his profession.
- 2- Continually keep up with professional development to ensure that he maintains a high level of clinical competence and knowledge.
- 3- Take account of medical and dental ethics when making decisions.
- 4- Accept the moral and ethical responsibilities involved in providing care to individual patients and communities.
- 5- Respect patients regardless of their lifestyle, culture, belief, race, color, gender, disability, age, social or economic status.
- 6- Respect the right of patients to be fully involved in decisions about their care, including the right to refuse treatment or to refuse to take part in teaching or research.
- 7- Demonstrate effective teamwork and leadership skills within a multi-professional environment.
- 8- Maintain confidentiality.
- 9- Practice dentistry as general practitioner with high ethical and professional standards.
- 10- Work effectively, develop and maintain successful relationships with his patients and colleagues.

### C. Research:

**At the end of the Dental Internship Training Program, interns should be able to:**

- 1- Know the basics of scientific research.
- 2- Present scientific research, topic and cases with good verbal communication.
- 3- Participate in any form of research under mentoring/supervision of faculty member.
- 4- Identify research topic and write a related Research Proposal.
- 5- Carry out the research
- 6- Write the outcome of the research using the IMRaD format ( Introduction, Material methods, Result and Discussion format )

Each intern is requested to work in a group with other colleagues in conducting and presenting a scientific research project. Typically, interns' research group should not exceed 3 interns or be less than 2 interns.

The research topic is usually selected by the intern and carried out under the supervision of a faculty supervisor who is interested in the same topic. Nevertheless, an idea of the research may come from the supervisor where the originality of the work will lead definitely to an appropriate selection.

This is mainly to give him the chance in picking up the right topic and to find the interested faculty supervisor who may offer his help and guidance in completion of the project during the internship training program.

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### Roles of the Faculty Research Supervisor

1. Assist the intern to select a topic for his research presentation, and register the project.
2. Assist the intern in constructing the general framework of the research including the timetable, taking into consideration variables such as constraints/difficulties which may be anticipated.
3. Check the list of references in the literature review.
4. Supervise the intern in all stages of the research project including data collection, analysis and writing of the paper to ensure that the research paper is completed and submitted at least two weeks prior to the scheduled presentation date.
5. Assist the intern in verifying the results of the research with the biostatistician.
6. Assist the intern in arriving at an appropriate discussion level.
7. Assist the intern in reviewing the research proposal and the final draft of the research paper and correcting any grammatical or scientific errors.
8. Offer advice and provide guidance to the intern in the presentation of the research.
9. Provide moral support to the intern during his presentation by being physically present and providing assistance in clarifying questions or issues which may be raised during the open forum.
10. Update the Chairman Interns Unit with the progress of the research project, in case of the following:
  - a. Encountering difficulties in conducting the research.
  - b. Changing the subject/title of the research project.
  - c. Failure of the interns to follow the supervisor's instructions.
11. Accomplish the assessment form promptly at the end of the intern's presentation.
12. Follow-up the research with the intern to ensure its publication in a scientific dental journal.

In order to equip interns with necessary research methods and the style of scientific writing, seminar sessions should be designed to orient the interns in the proper research methodology. These sessions are scheduled at an early phase of the internship program, and they are usually given by faculty members.

All the research projects must be registered at the Faculty of Dentistry Research Committee. After the presentation of the research projects, both, the unit Chairman and the research supervisor will assess the interns' performance.

### Rules and Guidelines for Interns-

1. Research Manuscript Report should be submitted to the Chairman of Interns Unit at least two weeks before the scheduled day of presentation.
2. The manuscript should be prepared in English language in a type written format.
3. The manuscript should include the title, author(s), and their affiliations, abstract, body of the main work acknowledgement and references.
4. The title must be concise, informative and representative of the study.
5. A summary or an abstract written in Arabic and English languages must appear in the first page. It should state the purpose of the study, basic procedures, main findings and the principal conclusions.
6. The introduction states clearly the value and scientific merit of the research with relevant literature

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review for which the study is based. It should cover the related articles from the different published peer-reviewed journals that could be obtained from any available database.

7. At the end of the section, a precise statement for which the research is aimed to is to be addressed in order to draw the connected relation between the conclusions and objectives.
8. The section of materials and methods should briefly describe the subjects utilized in the study and the methodology employed in the selection and analysis.
9. The main results should always come next to materials and methods and include the findings of the study presented in text and numerical format with the appropriate statistical references.
10. Simplified tables and relative illustrations are to be attached but with no repetition. All tables and illustrations are to be identified clearly with brief and conclusive captions. There should be a useful detailed discussion of the significance of the result in other observations related to the study.
11. In the section of conclusion, only those findings supported by data are presented. This is followed by a short statement on the recommendation for further study if this is applicable. All references which have been cited or referred to in the study should be listed in the section of references or bibliography.
12. By the end of manuscript, the author(s) is/are expected to acknowledge all persons who may have generously offered their scientific or technical assistance during the course and preparation of the research

### Advanced Education Seminar

The main purpose of this activity for interns is to provide them the knowledge that can help them in the management of patients in their practice when they will work independently.

These include selected presentations given by interns, faculty members of the College and invited speakers covering new advances in a wide range of dental and allied medical sciences topics and topics pertaining to benefits and the challenges in their day to day dental practice. A new format for the scientific activities which includes the Advanced Education Seminars is to make use of the different resources at faculty of dentistry with the assistance of faculty members acting as supervisors to the interns.

Its primary goal is to continuously uplift the quality of education in Faculty of Dentistry and secondly to motivate the interns as part of their training requirements to have active participation in the aforementioned activity so that when they are in the independent practice they can face the challenges effectively and confidently.

### Objectives

1. To expose the interns to current concepts and the day to day challenges that are faced in the dental practice in order to upgrade their skills and widened their knowledge on certain topics.
2. To improve their verbal communication skills and enhance their mastery in the usage of audio visual aids through formal lectures and seminar presentations.

### Rules and Guidelines

Selected topics will be made available to the interns by the beginning of each rotation.

The topic must cover a minimum of references from scientific refereed (peer-reviewed) journals and websites.

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### Journal Club Activity

#### Objectives

1. To give chance for the intern at Faculty of Dentistry to be updated and exposed to the current literature in a selected specialty and non-specialty journals.
2. To select journals at international level.
3. To gain knowledge from the different publications of dental journals.

#### Responsibilities of the Journal Club Group Leader

1. To coordinate the activity with all the members.
2. To distribute the job and give assignments to meet the goals and commitments of the group.
3. Responsible to send the power point presentation of the chosen article and PDF copy of the said article by email to [grad\\_dentistry@nu.edu.sa](mailto:grad_dentistry@nu.edu.sa)

#### Responsibilities of the Journal Club Group Members

1. To cooperate with the group leader regarding their assignments.
2. To present together with the leader and other group members chosen articles by means of power point presentation.

#### Rules and Guidelines for Presentation:

The Group Leader and member should gather the following information:

Complete name of journal, Aims and Scope, Name of publisher or publishing company, Name of editorial board, Author background, Country where it is published (origin of publication), Date of first publication, Number of journals published since they started, Frequency of Publication,

The Group Leader should discuss the above gathered information by power point presentation for a duration of (5) minutes.

The succeeding presentations will be on a chosen article by the group leader and members which will be for (10) minutes.

Each one will be assigned to any of the following parts:

Abstract/Aims and Introduction

Materials and Methods

Result

Discussion/Conclusion and References the intern's assignment should vary in succeeding presentations.

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### II. ADMINISTRATION OF THE PROGRAM

#### *Interns Unit (IU)*

During the entire period of the internship training, all interns are under the administration of the *Interns Unit (IU)*. Members of the unit hold regular monthly meetings to discuss the progress of the program as well as other issues pertaining to the interns.

The IU is composed of members appointed by the Dean as follows:

- a. **Dr. Raid AL mnea (Chair)**  
**Office: SF 187**  
**Phone: +966-562911199**  
**Email- raalmnea@nu.edu.sa**
- b. **Dr. Alok Dwivedi (Member)**  
**Office No: SF 175**  
**Phone: +966550904375**  
**Email: adkumar@nu.edu.sa**

#### **The role of the IU as follows:**

- 1- Provide proper orientation to new interns.
- 2- Monitor the overall process of the internship-training program.
- 3- Monitor interns' progress during the program.
- 4- Discuss significant issues and concerns of interns.
- 5- Provide intern with logistic support during the program.
- 6- Ensure that all interns have good environment and facilities for training.
- 7- Communicate with interns' clinical and supervisors.
- 8- Organize the schedule of program activities.
- 9- Review the clinical performance, and case presentation of interns.
- 10- Provide periodical constructive effective feedback to interns.
- 11- Provide interns with enough information regarding career planning.
- 12- Assign intern to approved training centers.
- 13- Administer appropriate disciplinary action to interns who violate the rules and regulations of the program.



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### III. DENTAL INTERNS TRAINING PROGRAM'S ACTIVITIES

The program is made up of the following components:

1. Clinical training (Comprehensive Dental Care/Oral and Maxillofacial Surgery).
2. Scientific research.

#### A. CLINICAL TRAINING

##### *1. Comprehensive Dental Care:*

The general practice allows interns to provide comprehensive dental treatment for regular patients with pre-scheduled appointments. The clinical structure of the program has been designed to simulate group practice environment. It is a constructed program in a form of timetable schedule where each intern is provided with a fully equipped operatory throughout the internship period. These facilities are expected to make his/her training experience valuable and worth time spending. In order to monitor the interns' performance, it becomes very essential that some form of quantification and possible assessment of the work carried out by the interns be documented.

The Dental Internship Training Program is currently structured in the form of four training rotations of equal duration (i.e. 3 months each).

Interns must spend at least 3 months of the total training period **at the Faculty of Dentistry** in Najran University.

##### *2. Oral and Maxillofacial Surgery:*

This training rotation is designed to provide interns with comprehensive knowledge and clinical skills in the field of oral and maxillofacial surgery (OMFS). The duration of the training is **three (3) Months** and each intern must attend oral and maxillofacial surgery clinics/oral surgery clinic for one rota only. This will be under full supervision of a maxillofacial surgeon/oral surgeon who will evaluate the progress of each intern at the end of his rotation.

This component of the internship training is included in the program to make sure that an intern has understanding of issues related to the diagnosis and treatment of surgical and non-surgical cases that can be performed in an outpatient clinic or in-hospital based practice. The training in this field is based on exposure to in-patient care and ward management for minor and major oral surgical procedures. The program will also introduce trainees into a team-based practice by working closely with other dental and medical specialists. It will also provide trainees with adequate and sound knowledge and skills that will allow them to recognize oral and maxillofacial diseases, injuries and defects involving oral and para-oral structures.

Some surgical centers may request the trainee to carry out a night duty or an on-call commitment as part of the prescribed training program. By the end of the program, the intern is expected to carry out several surgical procedures within the limit of the general dental practice with confidence.

At the end of each rotation, interns will be evaluated based on the **Interns' Evaluation Form report**.

#### B. SCIENTIFIC RESEARCH

Interns will be monitored and directed to conduct a scientific research under supervision of faculty members. 2-3 interns may participate in one research per the recommendation of the mentor.

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### IV. GENERAL RULES & REGULATIONS

#### *A. Admission to the program:*

1. Currently the IU offer only one training period (July1<sup>st</sup>-June30<sup>th</sup>), so any applications for starting the internship program other than July1st will be reviewed by the intern unit.
2. All dental student from Faculty of Dentistry need to submit a form from the deanship of admission and registration confirming his or her academic status, fill the Internship admission form, attending the mandatory orientation and signing the training manual.
3. All applicants from other academic institutions inside KSA should have GPA of at least 4/5 and passing the interview and exam (theoretical/practical) conducted by the IU and according to space availability.
4. All the applicants from outside the KSA must get the authentication of their degree from the ministry of education, should have GPA of at least 4/5 or equivalent, passing the interview and exam (theoretical/practical) conducted by the IU and according to space availability and tuition fees when applicable.
5. All applicants from outside the Faculty will be subjected to the decision of the IU considering the requirements mentioned above. Unless otherwise written decision from the dean.

Interns should understand that the law at the Kingdom of Saudi Arabia prohibits health care professionals from treating patients if they are not licensed by the Saudi Commission for Health Specialties. Since interns are not yet recognized by this authority to practice dentistry, it is expected that interns will not be involved in such practice other than supervised training as part of the internship-training program. Any intern who practices dentistry in private practice may subject himself to a disciplinary action from the IU, which may involve suspension from the internship-training program

#### *B. Duration and Continuity of Training:*

The duration of the internship program is twelve months. It is designed to meet the needs of interns in enhancing their knowledge and skills as general practitioners. The training shall be on a continuous and uninterrupted basis. Accordingly, and as the clinical training procedure dictates, it is mandatory that an intern should not ask for vacation or emergency leaves under any circumstances beyond what is allowed in this program.

The following rules and guidelines are provided to help interns understand the organization of the dental internship-training program:

1. The interns have to submit the appropriate form for introduction letter request **at least two months before** the intended rotation start date.
2. An intern is expected to observe all rules and regulations defined in this manual as well as any new/updated regulations approved by the IU.
3. Intern shall work on a full time basis during the entire period of the internship program. He shall execute all dental procedures defined in the curriculum and perform other duties related to the training that may be assigned by the program director.
4. Maximum of **15 days leave credit** are allowed during the whole internship training program

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with no replacement. **This will cover emergencies, absences, sick leave, and/or marriage.**

5. Interns are allowed to attend all of the following: (These will not be deducted from the credit leave provided that the original certificate or printed invitation letter as proof of attendance is submitted. **One day for each** activity will be accepted):
  - Exam e.g. (SDLE, TOEFL, Audit exam), Passing the Saudi Dental License Exam (SDLE) during the internship program is a mandatory requirement for completion of the internship training program.
  - Work interview.

### **Guidelines on filling of leave form:**

1. Anytime an intern is not being able to attend his regular clinic schedule for whatever reason intern needs to fill out the leave request application form.
2. This form should be emailed to the chair of the unit 5 business days before the leave. Late submissions will not be accepted, and the IU have the right to decide the proper action in that regard.
3. In cases where submission of applied leave in advance is not possible, such as car accidents, sickness, etc, supporting document should be presented to the training center on interns' first day back to work. Leave because of illness should be always supported by a medical report issued by a recognized hospital (i.e. governmental hospitals). The absence will be taken from the leave credits. Failure to present supporting documents will result in having the absence days doubled.
4. Approval for any leave will be under the discretion of the chair of the IU. Leave for non-emergency reasons require a special procedure wherein approval must be sought first.
5. Any leave days not authorized by the IU (even if the training center had approved it) will be considered without permission and intern will be considered absent for double the duration of the leave.
6. Unapproved absence without genuine reason may result in a disciplinary action from the IU. As a rule, duration of unapproved absence will be counted as double. (**One session** absence without notification = **one day absence, or one day absence = 2days**). If the remaining balance is not sufficient; the doubled days will be added at the end of the program (program will be extended).

There will be an extension of intern's training at the end of the program for a period equal to the absence days as determined by the IU or as disciplinary action decided by the Unit toward any action from the trainee.

### ***C. Extension of Clinical training:***

1. All absences exceeding the maximum credit leave days allowed (**15 days**) will be doubled and compensated at the end of the program to assure that the interns are meeting the requirement of spending twelve months training.
2. Any intern who is undergoing extension because of tardiness or absences is not entitled for any emergency leave. In these circumstances, any absence during the extension period needs to be compensated by doubling the number of days absent.  
The decision on when and where an intern should spend the extension of his training shall be under the jurisdiction of the chair of the IU.

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### *D. Symposia and Scientific Dental Meetings:*

All interns may attend:

1. One **international** scientific dental meeting (maximum one week):  
Due to variable factors such as booking availability and differences in time zone:
  - **Trips outside the Middle East: two days before and two days after** actual conference dates will be allowed
  - **Trips within the Middle East: one day before and one day after** the actual conference dates will be allowed.
2. One **national** scientific dental meeting (only one day before and one day after the actual conference day).
  - An intern who is presenting an accepted scientific paper will have the privilege of attending more than one meeting (maximum two times).
  - For interns participating as part of an organizing committee in a national dental meeting, the participation will be considered as attendance in a national dental meeting.
  - The time spent in such conferences, workshops or symposia may not need to be replaced at the end of the program, provided that the intern submits the conference certificate as proof of attendance. Otherwise, these will be deducted from his leave

### *E. Request for a Change of Rotation:*

The Chair of the IU will make every effort to meet the desire of interns during the assignment of interns to training centers. However, given the fact that there are limited number of training centers and large number of interns, it is unlikely that all requested training centers would be granted.

The assignment of interns to training centers is a challenging and time-consuming activity. Therefore, changing the assigned training centers **is generally not acceptable**. In some legitimate circumstances, however, changing intern's training rotation may be approved by *the IU (for a maximum of one time) if the following conditions are met\**:

1. Legitimate reasons with attached valid document (i.e. medical report, appointment for surgery, or death etc) are presented by the requesting intern to IU.
2. Filling the appropriate form.
3. Approval of requested training center.
4. Approval of current training center.
5. Approval of the Chair of the IU.

\* Unless otherwise approved by the IU, the change of rotation policy is not applicable for the mandatory rotations (Faculty's clinics and OMFS/Oral Sx. clinics).

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### ***F. Clinical Conduction:***

#### ***1. Attendance and Tardiness:***

Punctuality in the clinics is mandatory and the daily attendance will be monitored closely. Interns should abide by the official working hours in addition to the rules and regulations prescribed by each training center they are attending.

#### ***2. Clinic Attire:***

Interns are advised to be serious in following the instructions pertaining to clinical attire during working hours in each training center. Any type of casual dress is not allowed in clinical premises.

#### ***3. Professional Ethics:***

Interns are expected to maintain respect and confidence of patients through sincere and honest relationship. Physical treatment must be backed up with psychological support and clinician has to be sympathetic and considerate. Courtesy, cooperation and harmonious interpersonal relationship should be highly observed among all clinical staff to promote a wholesome working atmosphere in the clinic. Contributing in the practice of economy through proper handling of machine, apparatus, equipment and disposable materials are highly appreciated.

The medically compromised patients and those who suffer contagious diseases have to find accessible treatment within the medical and dental profession. Infection control measures should be observed all the time regardless of the patient's medical status. Under no circumstances should any intern refuse or object to treat patients who may have contagious diseases since such attitude is medically and ethically not acceptable

#### ***4. Discipline:***

In cases of unapproved absence, negligence, misconduct, incompetence, insubordination or any other acts that the interns' superiors deem unacceptable, the incident shall be duly reported to the IU for disciplinary action.

Depending on the seriousness of the offense and upon the recommendation of the IU, a disciplinary action may be one of the following:

1. Probation, verbal and written warnings.
2. Suspension of the intern for a particular period of time.
3. Repetition of a rotation of a quarter or one year.

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### Examples of some behavioral/ethical violations and the actions against them:

Ethical issues	
Not wearing the professional dress	Denial of clinic privilege for one day and one-day absence.
Non-professional behavior with patient, colleagues or employee, per report from the supervisor	Denial of clinic privilege for one day to one week per the estimate of the IU.
Refusing to treat a patient	Repeating the rotation.
Intended breakage of instruments/equipment, per report from the supervisor	Intern has to replace the instrument/equipment.
Attendance	
Absence or leaving the work without permission from the supervisor	
If single day	Written warning, and absence days doubled. Deduction of doubled days from his absence credit, and if no sufficient days remaining; the doubled days will be added to an extension at the end of the regular training period.
If it for 2 continuous days	Written warning, and absence days doubled and be added to an extension at the end of the regular training period.
If 3-5 continuous days	Repeating the one rotation (not less than 3 months) in an extension at the end of the regular training program.
More than five days	Repeating two rotations (not less than 6 months) in an extension at the end of the regular training program.
Working hours	
If attend late by 15-29 minutes	
First time	Verbal warning
Second time	Written warning
Third time	Repeating the day at the end of the program
If late by 30-59minutes	
First time	Written warning
Second time	Repeating the day at the end of the program
If late by 1-2 hours	
Absence of half-day and deducted from the remaining. If no remaining days balance, must be compensated at the end of the program.	
If late more than 2 hours	
One day absent and deducted from the remaining. If no remaining days balance, must be compensated at the end of the program.	

- If the Interns received three or more written warnings: he will be suspended from training and the IU will make report and submit it to the dean for decision.
- Any other violations will be subjected to the decision of the IU.

**Plaints:** Interns may plaint any action from the IU within one week after the decision released by sending a written letter to the Chair of the IU, who will write a report on that regard and send it along with the plaint to the dean.

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### TRAINING OUTSIDE FACULTY OF DENTISTRY, NAJRAN UNIVERSITY

For most interns, most internship-training program will be spent in training center outside the Faculty of Dentistry, Najran University. It is expected however, from all interns to follow the rules and regulations of these training centers.

Interns should view the training experience in these centers as an opportunity to prepare them to real-life working environment. Any misconduct or misbehavior, although not expected from our graduates, will be seriously dealt with. Najran University interns are expected to present a bright image of the institute they are representing. Should any conflict arise the IU should be informed to intervene if the case warrants such an action.

### V. REQUIRMENTS FOR COMPELETION OF THE INTERNSHIP PROGRAM

1. **Completing the whole training period with at least 60% overall score.**
2. **Conducting a scientific research under supervision of faculty member.**
3. **Spending half of the training program's period at the faculty's dental clinics.**
4. **Evidence of taking Saudi Dental License Exam.**
5. **Evidence of taking Basic Life Support course.**

### VI. GRADUATION

At the end of the one-year internship training, interns will be awarded a certificate of completion signed by the Dean provided that all requirements of the program have been fulfilled. Although the certificate of competency should show no grade, an individual report of each intern's performance will be kept in his/her file. This can be used eventually as a reference when a letter of recommendation or certificate, as well as report or career advice is requested.