Accreditation Standards — Educational Programs

Version 1.0 | Effective November 13, 2026 | Approved by the Executive Director | Supersedes all earlier versions

The following standards apply to all educational programs seeking DOMAC accreditation, whether offered by a post-secondary institution or an independent course provider. Programs must demonstrate compliance with Standards A through H as part of the application and ongoing accreditation process.

Program means a structured course of instruction that prepares learners for work in dental office administration or management.

Fee Schedule: Accreditation fees are outlined in the DOMAC Accreditation Fee Schedule, available at officemanagers.ca/program-accreditation. Questions may be directed to the Executive Director at info@officemanagers.ca.

Standard A — Administration

1. Administration of the program must be consistent with the goals of the program and its scope of activities.
2. The program must be under the continuous guidance of an administrative authority and/or individual responsible for its quality, content, and ongoing currency.

Standard B — Needs Assessment

3. Program providers must utilize identifiable mechanisms to objectively determine the current professional needs and interests of the intended audience. Program content must be based upon these identified needs.

Standard C — Objectives

4. Specific written educational objectives identifying the expected learner outcomes must be developed for each activity and published in advance for the intended audience.

Standard D — Admissions

5. In general, the program must be made available to the general public.
6. Where activities require previous training or preparation, the necessary level of knowledge, skill, or experience must be clearly specified in course announcements.

Standard E — Instructors

7. Instructors chosen to teach courses must be qualified by education and/or experience to provide instruction in the relevant subject matter.
8. The number of instructors employed for a course activity must be adequate to ensure effective educational results.
9. Program providers must have a policy demonstrating that instructors are not discriminated against on the basis of gender identity, ethnicity, religion, age, disability, socioeconomic status, and/or sexual orientation.

Standard F — Publicity

10. Publicity must be informative and not misleading. It must include:
    a. Course title
    b. A description of the course content
    c. The educational objectives
    d. A description of teaching methods to be used
    e. Costs
    f. The name of the program provider, joint-providers, and contract source
    g. Course instructor(s) and their qualifications
    h. Refund and cancellation policies
    i. Location
    j. Dates
    k. Number of hours awarded by educational method used (lecture, clinical participation, self-instruction, etc.)
    l. Time and period of availability for self-instruction courses
    m. The names of any entities providing commercial support

11. For effective presentation and assimilation of course content, the prior level of skill, knowledge, or experience required (or suggested) of participants must be clearly specified in all publicity materials.

Standard G — Evaluation

12. Program providers must develop and utilize activity evaluation mechanisms that:
    a. Are appropriate to the objectives and educational methods used
    b. Measure the extent to which course objectives have been accomplished
    c. Assess course content, instructor effectiveness, and overall administration

12A. Program providers must show how the program has worked for people who completed it. Applicants should provide three references from graduates or course completers of the past 24 months. Each reference should say how the program prepared them for work in a dental office and what they have applied in practice. Applicants must obtain each person's consent for DOMAC to contact them. A program that has not yet graduated a class should apply under Provisional Accreditation for New Programs (below).

Standard H — Self-Instruction and Electronically Mediated Programs

13. Self-instruction activities that are primarily audio or audiovisual must include supplemental information that further explains the audio or audiovisual material.
14. Electronically mediated programs must include a documented technology plan that addresses electronic security measures to ensure both quality standards and the integrity and validity of information (e.g., password protection, encryption, back-up systems, and firewalls).
15. Participant interaction with faculty or individuals having expertise in the subject area, and/or with other participants, is an essential characteristic and must be facilitated in a timely manner through a variety of methods such as voicemail, email, or chat rooms.
16. Participants who complete self-paced self-instructional programs should receive credit based on an educator's estimate of the time required to complete the program segment, with a minimum of one half-hour (30 minutes) of credit.
17. For self-instructional or electronically mediated activities, a mechanism must be provided by which the learner can assess their mastery of the material.
18. Participants must be informed of specific hardware and software requirements and must have access to technical assistance throughout the duration of the course. Course design must support easy navigation for even novice users.
19. Courses must include resources, references, and information to assist participants in securing relevant supplementary material.
20. Embedded advertising and direct commercial links within educational content are inappropriate and must be avoided.
21. Program providers planning self-instructional activities must ensure the input of individuals with technical expertise in both the relevant media and self-directed learning techniques, and the application of those techniques to adult learning.
22. For live electronically mediated events, a provision must be made to ensure periodic interchange between instructor(s) and participants, including but not limited to polling, direct questions, and surveys.
23. Providers offering self-instructional activities must review those activities at least once every three years, or more frequently if indicated by new developments, to ensure that content remains current and accurate.

Recommendations (Standard H)

The following are recommendations, not requirements, for self-instructional and electronically mediated programs:

i. *For self-instructional activities, audiovisual materials may offer valuable learning experiences when their usefulness as a means — rather than an end — is appreciated.*
ii. *Program providers should direct participants to where appropriate software needed to utilize the electronic media used in the course can be obtained or downloaded.*
iii. *If providing electronically mediated distance learning, security measures should be in place to ensure both quality standards and the integrity and validity of information (e.g., password protection, encryption, back-up systems, firewalls, secure servers).*
iv. *Feedback to participants about assignments and questions should be constructive and provided in a timely manner.*
v. *Courses should provide participants with the flexibility to access and review course materials on demand during the period of announced availability.*
vi. *Questions directed to course personnel should be answered promptly and accurately. A structured system to address participant complaints should be in place.*

Applicants Should: Program Content

Programs applying for accreditation should show how the course content prepares graduates for the knowledge areas assessed in the CPDOA examination. In the application, providers should identify where each of the following areas is taught:

1. Terminology and anatomy
2. General dental procedures
3. General and specialty procedures
4. Insurance
5. Scheduling
6. Records
7. Infection control
8. Professionalism (including the DOMAC Code of Ethics and Professional Conduct)

This list is a reference point, not a curriculum DOMAC requires. DOMAC may ask for more detail.

Provisional Accreditation for New Programs

A program that has not yet graduated a class may be granted provisional accreditation. It becomes full accreditation when the program submits references from three graduates of its first class (Standard 12A) within 6 months after those graduates complete the program. The due date depends on when the first students complete the program. If the program has no graduate references one year after provisional approval, it must submit a short progress report with the reason and the expected timeline, and DOMAC may set a revised date in writing. Provisional accreditation does not continue past the end of the three-year term unless DOMAC agrees in writing. See the DOMAC Accreditation Fee Schedule for fees.

Reviewer Conflict of Interest

Reviewers must disclose any actual or potential conflict of interest before a review begins and must step out of any review in which they have one. A conflict includes: the reviewer teaches in, is employed by, owns or is paid by the applicant program or a competing program; the reviewer has a financial or close personal relationship with the applicant; or the reviewer is a client, employer or student of the applicant. If fewer than two reviewers are free of conflict, DOMAC will appoint an independent reviewer. DOMAC records each disclosure and each step-out.

For the full fee schedule, application process, and required documentation, refer to the DOMAC Accreditation Fee Schedule and Application Checklist, available at officemanagers.ca/program-accreditation.