DOMAC Certification Policies

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

This document outlines the certification fees, renewal requirements, continuing education obligations, re-examination provisions, and appeal policies applicable to all certifications issued by DOMAC. This document should be read in conjunction with the DOMAC Certification Protocols, which details eligibility pathways, required documentation, and the application process.

Certification Fees and Pricing

All fees are listed in Canadian dollars (CAD) and are subject to applicable GST or HST based on the applicant's province of residence. Certification with DOMAC is voluntary and is not required to work in this profession.

Fees apply as follows: the Application & Exam Fee is invoiced after the Certification Committee approves the applicant's documentation (the eligibility review itself is not charged separately) and covers access to the examination, including practice examinations. The invoice is payable within 30 days of the invoice date. If it is not paid within 30 days, the approval lapses and the applicant must reapply; previously submitted documentation may be reused where it remains current and accurate. Upon successful completion of the examination, the Certification Fee is invoiced separately and must be paid before the certification designation is issued. The Annual Renewal Fee applies from the second year onward.

Fee	Amount (CAD, plus applicable GST/HST)
CPDOA – Application & Exam Fee	$445
CPDOA – Certification Fee (Year 1, post-pass)	$200
CPDOA – Annual Renewal Fee (Year 2 onward)	$225
CPDOM – Application & Exam Fee	$645
CPDOM – Certification Fee (Year 1, post-pass)	$250
CPDOM – Annual Renewal Fee (Year 2 onward)	$275
CPDC – Application & Exam Fee	$895
CPDC – Certification Fee (Year 1, post-pass)	$325
CPDC – Annual Renewal Fee (Year 2 onward)	$350
Re-Examination Fee	$250
Late Renewal Fee	$250
Appeal Fee (non-refundable)	$299

All fees are non-refundable unless otherwise stated. Fees are subject to change. Current fees will always be published on the DOMAC website at officemanagers.ca/certification.

Renewal and Continuing Education

All DOMAC certifications must be renewed annually. The renewal period begins 60 days prior to the certification expiry date. Renewal requires all of the following:

- Submission of the completed Certification Renewal Form
- Payment of the applicable Annual Renewal Fee
- Documentation of a minimum of 20 hours of Continuing Education (CE) completed during the certification period
- Compliance with, and a signed copy of, the Code of Ethics and Professional Conduct

Continuing Education Requirements

Continuing Education hours must be relevant to the candidate's certified area of practice (dental office administration, management, or consulting). CE activities may include, but are not limited to, workshops, webinars, conferences, accredited courses, and professional development programs recognized by DOMAC. Documentation of CE hours must be submitted with the renewal application and should include provider name, activity title, date, and hours completed.

Late Renewal

Renewal applications submitted after the certification expiry date are subject to a late fee of $250 in addition to the applicable Annual Renewal Fee. Certifications not renewed within 60 days of expiry will be revoked. Candidates whose certifications have been revoked must reapply and complete the full certification process, including payment of the full Application & Exam Fee.

Re-Examination

Candidates who do not achieve a passing score on the certification examination may apply for one (1) re-examination attempt. The re-examination fee is $250. The re-examination covers the same format and passing standards as the original examination. An examination that ends because of a technical problem or an accidental action, as determined by DOMAC after reviewing the session record, does not count as an attempt and does not require the re-examination fee. An examination that ends because of a breach of the Exam Rules counts as an attempt.

If the re-examination attempt is also unsuccessful, the candidate must submit a new application and pay the full Application & Exam Fee to re-enter the certification process. Previously submitted documentation may be reused at the discretion of the Certification Committee, provided it remains current and accurate.

Examination Rules

Candidates sit the examination within 30 days of the examination link being issued, and practice examinations are included in the fee. Examinations are proctored by video and audio recording with screen sharing. The Exam Rules published at officemanagers.ca/certification, including what counts as unusual activity and what happens after a termination, form part of this document. The Candidate Consent and Privacy Statement describes how recordings, photographs and identity information are handled.

Appeals

Candidates who wish to contest a certification decision may submit a formal appeal within 30 days of the date of their written decision notice. The appeal process is as follows:

- The appeal fee is $299 and is non-refundable
- Appeals must be submitted using the Application Appeal Form on the DOMAC website within 30 days of the decision notice. DOMAC sends an invoice for the appeal fee to the email address given on the form within 2 business days
- The appeal fee is due within 10 business days of the invoice date, and DOMAC sends one reminder before the due date. The review begins when payment is received. If the invoice is not paid, the appeal lapses. If the 30-day appeal period has not ended, the candidate may submit the form again and DOMAC will issue a new invoice for the same fee
- Appeals are reviewed by Certification Committee members who were not involved in the original decision. If fewer than two such members are available, DOMAC will appoint an independent reviewer. The reviewers reassess the application in its entirety. Committee members with a conflict of interest do not take part.
- A written decision will be provided to the candidate within 30 days of receiving payment of the appeal fee
- Appeal decisions are final
- Submitting an appeal does not preclude a candidate from also applying for re-examination
- Accepting the examination instructions on the examination platform does not waive any right of appeal under this policy.

Code of Ethics and Professional Conduct

All certification applicants and certified members are required to comply with the DOMAC Code of Ethics and Professional Conduct. A copy of the Code is provided to candidates upon registration as a free member and must be signed before the candidate sits the examination. Candidates who have already signed the Code as DOMAC members are not asked to sign again until renewal. Compliance with the Code is a condition of initial certification and of each subsequent annual renewal.

General Provisions

Voluntary Nature of Certification

DOMAC certification is voluntary. Holding a DOMAC certification is not a regulatory or legal requirement for employment as a dental office administrator, manager, or consultant in any Canadian jurisdiction.

Changes to Fees and Policies

DOMAC reserves the right to amend certification fees and policies at any time. Updated fees and policies will be published on the DOMAC website. Changes will not apply retroactively to applications or examinations already in progress at the time of the update.

Privacy

Personal information collected during the certification process is used solely for the purpose of administering and verifying certification and is handled in accordance with applicable Canadian privacy legislation. Recordings, photographs, audio, screen capture and identity information collected during examinations are described in the DOMAC Candidate Consent and Privacy Statement, published on the DOMAC website. Candidates sign the Candidate Consent and Privacy Statement before the examination link is issued. Certified members are listed on DOMAC's public list of certified members and may opt out of the listing at any time by emailing info@officemanagers.ca.

For questions regarding certification fees, renewal requirements, or policies, please contact DOMAC at info@officemanagers.ca or 1-888-624-9888.