DOMAC Certification Protocols

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This document outlines the certification framework, eligibility pathways, examination structure, assessment standards, and the application process for certifications issued by the Dental Office Managers Association of Canada (DOMAC). Certification is voluntary and is not required to work in this profession.

What Certification Means

Certification through DOMAC recognizes professionals who meet established national standards through demonstrated knowledge, competency, and professional judgment. Certification is awarded through a formal assessment and evaluation process and is not a training program, course, or educational pathway. Candidates are expected to bring existing experience and a professional understanding of dental office operations, management, or consulting practice to the certification process. Earning a DOMAC certification signifies alignment with professional standards and a commitment to ethical, competent practice within the dental profession.

Available Certifications

- CPDOA – Certified Professional Dental Office Administrator
- CPDOM – Certified Professional Dental Office Manager
- CPDC – Certified Professional Dental Consultant

Accredited Educational Programs

DOMAC accredits relevant educational programs that meet the national standard for dental office administration and management. Graduates of accredited programs may qualify to apply for certification examinations through the Student Pathway. A current list of accredited programs is available on the DOMAC website at officemanagers.ca.

Certification Fees

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	Application & Exam Fee	Certification Fee (Year 1, post-pass)	Annual Renewal Fee
CPDOA – Certified Professional Dental Office Administrator	$445	$200	$225
CPDOM – Certified Professional Dental Office Manager	$645	$250	$275
CPDC – Certified Professional Dental Consultant	$895	$325	$350

The Application & Exam Fee is invoiced after the Certification Committee approves the applicant's documentation, and covers examination access, including practice examinations. The Certification Fee is invoiced upon successful completion of the examination, together with notice of the public list of certified members (see Public List of Certified Members). Annual renewal fees apply from the second year onward.

Application Process

Applications are accepted on a continuous basis throughout the year. The following steps outline the updated certification application process.

Step 1: Register on the DOMAC Website

Candidates begin by registering at officemanagers.ca/certification. Upon registration, DOMAC will send the candidate an email containing:

- A detailed list of required documentation for the applicable certification and pathway
- An invitation to apply for free DOMAC membership, if the candidate is not already a member

Step 2: Free Membership

Free membership with DOMAC is required before a candidate's application may be reviewed by the Certification Committee. If the candidate is not yet a member, they may complete their membership application concurrently with preparing their documentation. Upon becoming a free member, candidates receive a copy of the Code of Ethics and Professional Conduct for review and signature. The Code must be signed before the candidate sits the examination, and only members who have signed the Code are fully registered members.

Step 3: Submit Documentation

Candidates submit their completed application package by email to info@officemanagers.ca. The package must include all required documents for the selected certification and pathway, as outlined in the eligibility sections of this document. DOMAC will confirm receipt by email. Incomplete submissions will not be forwarded to the Certification Committee. The name on each document should match the name on the application. If a document is in a different name (for example after a change of name), say so in the submission and give the other name, and DOMAC may ask for supporting evidence. Where a document is sent to DOMAC directly by an institution or regulator, the candidate must state in the application which documents are being sent, which institution or regulator is sending them, and the name under which the documents were issued.

Step 4: Committee Review

Once a complete application package is received and free membership is confirmed, the application is forwarded to the Certification Committee for review. Committee members with a conflict of interest with an applicant (for example, the applicant is their student, client or employer) do not review that application. Candidates will receive written notification of the committee's decision within 15 business days of receiving a complete application package.

Step 5: Payment and Examination

Candidates whose documentation is approved will receive an invoice for the applicable Application & Exam Fee, payable within 30 days of the invoice date. They will also receive the Candidate Consent and Privacy Statement to review and sign, which covers the recording of the examination. The statement is sent separately from the invoice. The examination link is issued once DOMAC has received both the payment and the signed statement. The candidate will then receive a confirmation email and a registration email from the examination platform, which includes access to the examination link. Candidates must sit the examination within 30 days of the examination link being issued. Practice examinations are included in the fee. Fees are non-refundable once the examination link has been issued. If the invoice is not paid, or the statement is not signed, within 30 days, the approval lapses and the candidate must reapply; previously submitted documentation may be reused where it remains current and accurate.

Public List of Certified Members

Certified members are listed on the DOMAC website so that employers can verify a certification. The list shows the member's name, designation, status and date certified. No contact information is published. Candidates are told about the list when they register and again with the Certification Fee invoice, and may opt out of the listing at any time by emailing info@officemanagers.ca. A listing is removed if a certification lapses or is revoked.

CPDOA – Certified Professional Dental Office Administrator

The CPDOA designation recognizes front-line dental office administrators who demonstrate mastery of administrative competencies and a commitment to national professional standards.

Student Pathway

Applicable to graduates of a DOMAC-accredited dental office administration program.

- Diploma or certificate from a DOMAC-accredited program: a notarized copy, or an official copy sent directly to DOMAC by the issuing institution
- Official transcripts: a notarized copy, or an official copy sent directly to DOMAC by the issuing institution
- Current resume
- Professional motivation letter – describing why the applicant chose this career path
- One academic reference letter from a professor or program instructor

If your institution sends your diploma, certificate or transcripts directly to DOMAC, say so in your application, name the institution, and give the name on your academic records if it differs from your current name (see Step 3).

Experience Pathway

Applicable to candidates with front-office dental experience.

- Minimum three (3) years of front-office dental experience
- Two (2) dentist reference letters (subject to DOMAC verification). Where two dentist references are unavailable, one dentist and one dental office manager reference will be considered.
- Current resume
- Professional motivation letter – describing why certification is important to the applicant
- Two-part professional experience document:
    - Part 1: Challenges encountered at the applicant's current or most recent clinic
    - Part 2: Overview of daily, weekly, and monthly duties at the clinic

CPDOM – Certified Professional Dental Office Manager

The CPDOM designation recognizes dental office managers who demonstrate comprehensive operational, leadership, and management competencies across all aspects of dental practice administration.

Business Degree Pathway

Applicable to candidates with a Canadian-accredited degree in business or a related field, combined with experience as a Dental Office Manager.

- Canadian-accredited degree in business or a related field
- Minimum two (2) years of experience as a Dental Office Manager, evidenced by association-verified employer letters of employment
- One (1) dentist reference letter (subject to DOMAC verification)
- Two (2) direct report (employee) reference letters (subject to DOMAC verification)
- Current resume
- Two-part operational experience document:
  - Part 1: Challenges encountered at the applicant's current or most recent clinic
  - Part 2: Overview of daily, weekly, and monthly duties at the clinic

Clinician Pathway

Applicable to registered dental hygienists or dental assistants transitioning into a management role. These candidates bring clinical experience in the dental office, often including supply ordering and vendor interaction, along with interpersonal and interdepartmental experience.

- Canadian provincial dental credential (RDH or RDA) in good standing: a notarized copy, or verification through the issuing regulator's public register or directly by the regulator
- Minimum three (3) years of clinical dental experience, evidenced by association-verified employer letters of employment
- One (1) dentist reference letter (subject to DOMAC verification)
- Current resume
- Professional motivation letter – describing why certification is important and why the applicant is pursuing a career transition
- Two-part operational experience document:
  - Part 1: Challenges encountered at the applicant's current or most recent clinic
  - Part 2: Overview of daily, weekly, and monthly duties at the clinic

Experience Pathway

Applicable to candidates with extensive dental office administrative experience in a management capacity. These candidates typically bring front-office experience such as insurance, billing and collections, and have taken on management responsibility in the office.

- Minimum five (5) years of dental office administrative experience, including responsibility for management functions (for example staff supervision, financial administration, scheduling and operations)
- One (1) dentist reference letter confirming the applicant's dates of employment and management responsibilities (subject to DOMAC verification)
- One (1) direct report (employee) reference letter (subject to DOMAC verification)
- Current resume
- Professional motivation letter – describing why certification is important to the applicant
- Operational challenge resolution document – outlining a significant challenge encountered at the applicant's current or most recent clinic and a proposed resolution from the perspective of an Office Manager
- Two-part operational experience document:
  - Part 1: Challenges encountered at the applicant's current or most recent clinic
  - Part 2: Overview of daily, weekly, and monthly duties at the clinic

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CPDC – Certified Professional Dental Consultant

The CPDC designation recognizes experienced dental office managers who have developed the expertise to provide strategic consulting services to dental practices.

Experience Pathway

- Minimum five (5) years of experience as a Dental Office Manager, evidenced by association-verified employer letters of employment
- One (1) dentist reference letter (subject to DOMAC verification)
- Current resume
- Professional motivation letter – describing why certification is important and why the applicant is pursuing a consulting career
- Three (3) case studies documenting major operational reforms or improvements led by the applicant in an Office Manager capacity
- Three-part consulting experience document:
  - Part 1: Challenges encountered at a clinic the applicant has worked at or consulted for
  - Part 2: Description or copy of the action plan created to address the identified challenges
  - Part 3: Description of outcomes as recommendations were implemented

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Examination Structure

The certification examination is administered online. Examinations consist of questions drawn from the DOMAC examination bank and are reviewed at least annually by DOMAC, with input from the Certification Committee and independent reviewers where available, to maintain relevance and accuracy. Access to the examination is provided via a unique link issued to the candidate following confirmed payment and receipt of the signed Candidate Consent and Privacy Statement. 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 these Protocols. The Candidate Consent and Privacy Statement describes how recordings, photographs and identity information are handled.

Examination Format

- CPDOA: 90 multiple-choice questions covering terminology and anatomy, general dental procedures, general and specialty procedures, insurance, scheduling, records, infection control and professionalism
- CPDOM: 95 multiple-choice questions covering clinic office management, human resources, financial management, regulatory compliance, technology management, risk management, ethics and the Canadian Dental Care Plan (CDCP), and three (3) case studies
- CPDC: 60 multiple-choice questions covering ethics and professional responsibility; consultant role, authority and boundaries; operations and process improvement; HR, leadership and change management; risk, compliance and consultant protection; running a consulting practice; the Canadian Dental Care Plan (CDCP); and business and financial advisory, and five (5) case studies

Passing Standard

A minimum score of 80% is required on the multiple-choice component of every certification examination. For the CPDOM and CPDC, the case study component must also be passed independently, with an average case study score of 75% or higher (7.5 out of 10). Every component must meet its threshold for the examination to be considered passed. A strong result on one component does not offset a failing result on the other.

Assessment and Grading

Multiple-choice sections are graded electronically against the confidential examination answer key held by DOMAC. Case studies are assessed by the Certification Committee using confidential answer guides and scoring rubrics held by DOMAC; these are not published, to protect the integrity of the examination. Case studies are marked with candidate names removed, by two committee members. Where the two scores for a case study differ by 2 points or fewer, the average of the two is used. Where they differ by more than 2 points, a third committee member marks it independently and the median of the three scores is used. Where a response does not fit the rubric, the Executive Director is the escalation point. Case study responses are evaluated on a scale of 1 to 10 based on alignment with core principles: 1 indicates little to no alignment with the expected answer, and 10 indicates comprehensive coverage of all key principles. The average of all case study scores must be 75% or higher to satisfy the case study component.

Re-Examination and Appeals

Candidates who do not pass the examination may apply for one (1) re-examination attempt upon payment of a $250 re-examination fee. If the re-examination is also unsuccessful, the candidate must submit a new application and pay the full Application & Exam Fee to re-enter the certification process. 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.

Candidates may submit a formal appeal using the Application Appeal Form on the DOMAC website within 30 days of the date of their decision notice. DOMAC sends an invoice for the appeal fee of $299, which is non-refundable, to the email address given on the form within 2 business days. The fee is due within 10 business days of the invoice date, and 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. 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. Committee members with a conflict of interest do not take part. A written decision will be provided within 30 days of receiving payment of the appeal fee. Appeal decisions are final. Submitting an appeal does not preclude the candidate from applying for re-examination. Accepting the examination instructions on the examination platform does not waive any right of appeal under these Protocols.

Certification Renewal

All DOMAC certifications must be renewed annually. Renewal requires submission of the renewal form, payment of the applicable annual renewal fee, documentation of 20 hours of Continuing Education (CE) completed during the renewal period, and compliance with the Code of Ethics and Professional Conduct. Renewal applications and the signed Code of Ethics and Professional Conduct must be submitted on or before the certification expiry date.

A late fee of $250 applies to renewals submitted after the expiry date. 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.

For questions regarding certification eligibility, documentation requirements, or the application process, please contact DOMAC at info@officemanagers.ca or 1-888-624-9888.