DOMAC Certification Exam Rules

Version 1.0 · Effective November 13, 2026

These rules apply to the CPDOA, CPDOM and CPDC examinations. They form part of the DOMAC Certification Policies and Protocols. Please read them before you book your exam.

1. Fees and timing

1. **Review first, then invoice.** Email your documents to info@officemanagers.ca. The Certification Committee reviews them, and you receive a written decision within 15 business days of DOMAC receiving a complete application package.
2. If you are approved, DOMAC sends you an invoice for the Application & Exam Fee. **The invoice is payable within 30 days.** DOMAC also sends you the Candidate Consent and Privacy Statement to sign, as a separate email. If you do not pay and sign within 30 days, your approval lapses and you will need to reapply (your documents may be reused if they are still current).
3. **Once we have both your payment and your signed statement**, you receive a confirmation email and a registration email from the exam platform, with your exam link.
4. **You have 30 days from the day your exam link is issued to sit the exam.**
5. Fees are non-refundable once the exam link has been issued. The only exception is a technical or accidental termination (see section 7), which does not require a new fee.
6. **Practice exams are included.** You can take practice exams before your final exam. Practice exams do not use your webcam, and they are drawn from the same question bank as the final exam, so you may see the same question again.

2. Before you can sit the exam

- You must be a **fully registered Free Member**, which means you have signed the DOMAC Code of Ethics and Professional Conduct. Signing up for free membership is not enough on its own.
- Use a **desktop or laptop**. Phones and tablets are not supported because screen sharing does not work on mobile.
- Use a current version of Chrome, Firefox, Safari or Edge, with a working camera and microphone and an internet connection of at least 1.5 Mbps.

3. Identity check

- At the start of your exam recording, **hold your government-issued photo ID up to the camera** so your face and the ID photo can be seen together. **Cover your ID number and your address** with your thumb or a piece of paper. We only need your name and photo to be visible.
- The name on your ID must match the name on your application and your exam login.
- DOMAC does not collect a separate image of your ID. The check happens on camera and is stored only as part of your exam recording.

4. What is recorded

During the final exam the platform records:

- **Video and audio** from your camera and microphone
- **Your screen** (you must share your whole screen, and the exam is not valid if you stop sharing)
- **A photo from your camera every 3 minutes**
- A log of unusual activity (section 6)

We do not use AI to proctor your exam. People review recordings only if an exam is flagged, ends in a termination, or is appealed. DOMAC does not routinely watch exams live. Your recordings are transferred to and stored in cloud infrastructure outside Canada, including the United States and France, and DOMAC asks the platform provider to delete them 50 days after your exam. DOMAC keeps a downloaded copy only if your exam is flagged, ends in a termination or is appealed, or if you did not pass and your appeal period is still open. Platform staff in India may access recordings solely for technical support and security. Who can see recordings, where they are stored and how long they are kept is set out in the Candidate Consent and Privacy Statement. You sign it when DOMAC sends your exam invoice, and we do not issue your exam link until we have it.

5. Prepare your space and computer

- Sit the exam **alone, in a quiet room**. The microphone picks up other people in the room.
- **Close every other program and browser tab.** Turn off notifications, messages and email alerts.
- Use **one screen only**. When the platform asks you to share your screen, choose **Entire Screen**. The platform will not let you continue if you choose a single window or a browser tab.
- Before you share, close email, banking, messages, password managers and anything else private. Your screen recording captures everything that appears on screen.
- Keep the exam in **full-screen mode** for the whole exam.
- Plug in your computer and test your camera, microphone and connection first.
- **Type your case-study answers.** Do not upload files in an essay question.
- **Do not put your name, your clinic's name or other identifying details in your case-study answers.** Markers do not see your name, and identifying details in an answer may be removed or may affect how your answer is handled.

6. What counts as unusual activity

The platform tracks the following. Each one is counted, and if too many are detected the exam ends automatically:

- Minimizing or resizing the browser
- Opening a new tab or a new program
- Taking a screenshot, or pressing Print Screen

- Pressing Ctrl + C, Ctrl + V or F12
- Leaving full-screen mode
- Uploading a file in an answer
- Stopping screen sharing

The platform may show a warning when it detects an action that is not allowed. Warnings are not guaranteed for every action, and a warning does not say how many more are allowed. Some actions, such as taking a screenshot, can end the exam with no earlier warning. When the limit is reached, the exam ends automatically. DOMAC does not publish the exact limit. Stay in the exam window, on one screen, and do not use other programs, windows or keyboard shortcuts until you submit.

7. If your exam is terminated

7. The exam ends and **nothing is resumed**. The answers you gave are not submitted.
8. DOMAC reviews the session log and recording before deciding what happens next. We tell you our decision within 3 business days of the termination.
9. **Technical or accidental causes** (a stray key press, a system notification, a lost connection) **do not count as an attempt, and you do not pay the $250 re-examination fee.** DOMAC resets your exam. Your 30-day window does not restart. If 5 days or fewer remain in your 30-day window when the exam is reset, DOMAC grants a 5-day extension.
10. **A termination caused by a clear breach of these rules counts as one attempt.** A further attempt requires the $250 re-examination fee.
11. You can appeal a termination decision (section 10).

8. During the exam

- A countdown timer is shown. When it reaches zero the exam ends automatically.
- You can flag questions and clear an answer before you submit.
- If you drop the exam, nothing is submitted and no result is generated.
- Once you finish, **you cannot resume the exam**.
- **Help during the exam:** There is no live chat or live proctor, even though some platform screens mention them. If you have a problem, email info@officemanagers.ca or call 1-888-624-9888, 6 a.m. to 10 p.m. Central time (Manitoba).

9. Marking and results

- Multiple-choice questions are scored automatically.
- Case studies are marked by two Certification Committee members with your name removed. If their scores are 2 points apart or less, the average is used. If they differ by more than 2 points, a third member marks it and the middle score is used.
- **Pass mark:** 80% on the multiple-choice component of every exam. For the CPDOM and CPDC, the case studies must also be passed on their own with an average of 75% (7.5 out of 10). Every component has to pass. A strong result on one does not make up for a failing result on the other.

- **Results:**
    - **CPDOA:** the exam platform shows your score on screen when you finish. That score is not official until DOMAC confirms it. DOMAC sends your written result within 3 business days of your finishing the exam.
    - **CPDOM and CPDC:** the multiple-choice portion is scored automatically, but your result depends on the case studies, which are marked by committee members. You receive a written result within 15 business days of finishing the exam (marking is allowed 10 business days).

10. Re-examination and appeals

- You may re-sit once for the $250 re-examination fee. A second unsuccessful attempt requires a new application and the full fee. When you reapply, DOMAC may reuse the application documents it still holds, which are kept for 2 years after a decision.
- **You keep your right to appeal.** The exam platform requires you to tick a login checkbox that says: "I have read and understood the instructions. I agree to accept the results generated by this system." This is a default platform setting that DOMAC cannot edit. Ticking this box does not waive or restrict your right to appeal your exam result or a termination decision under DOMAC's appeal policy. To appeal, complete the Application Appeal Form on this website within 30 days of your decision notice. DOMAC emails an invoice for the $299 appeal fee to the address you give on the form within 2 business days. The fee is due within 10 business days of the invoice date, and the review starts when it is paid. If the invoice is not paid, the appeal lapses, but you can submit the form again if your 30 days have not ended. Appeals are decided within 30 days of payment. They are reviewed by committee members who were not involved in the original decision, or by an independent reviewer, and the decision is final.

11. Questions

info@officemanagers.ca · 1-888-624-9888

Certification is voluntary and is not required to work in the profession.