

CERTIFICATION PROTOCOL

As the regulator, we are responsible for certifying members. As such, we are allowing 3 types of certifications:

1. **CPDOA** - Certified Professional Dental Office Administrator
2. **CPDOM** - Certified Professional Dental Office Manager
3. **CPDC** - Certified Professional Dental Consultant

The association will make an effort to provide accreditation to relevant educational programs. Students graduating from an accredited program will be qualified to take the exam towards certification. Accredited educational programs will be listed on the association website on a designated page.

Applying to become certified can be done throughout the year. There will be a cut-off date for applicants interested in taking the next exam. The result of the application will decide whether an applicant has fulfilled all necessary requirements and is qualified to take the exam. An applicant will receive communication on whether they have qualified or not. If the applicant fails to qualify, the correspondence will include the reasoning behind the decision.

2 Annual exams will be created and conducted for each certification:

CPDOA: The exam will consist of 50 multiple choice questions. Cost \$325.

CPDOM: The exam will consist of 50 multiple choice questions and 3 case studies. Cost \$645.

CPDC: The exam will consist of 3 case studies and 10 multi-layered questions. Cost \$1,490.

All exams will be re-created once a year by the Certification Committee. If an applicant does not pass the exam, they will be able to appeal through the exam grading appeal form or take a second exam, after paying a re-examination fee (\$250). Appeal of the grade may be done through the "Exam Grading Appeal" form and will include a fee of \$299. The certification committee will review the request and reassess the application as a whole. The answer to the applicant will be made in writing within 30 days after receiving the request and payment from the applicant. If the appeal is rejected, the applicant will not lose the ability to apply for re-examination. Failing the re-examination, a candidate will have to submit a new application and pay the application fees again.

Renewing the certification will require a Certification Renewal form submission with renewal fees. There will be a deadline to submit the renewal. Late fees will apply (late fee \$250). If renewal is not submitted within 30 days after expiration, the member will be notified of the revocation of their certificate and the need to re-apply for a new certification and additional fees (as per the original outline of first-time certification). New certification application and any renewal of any path requires a signed and dated Code of Conduct. Renewal of certification requires proof of 35 hours of relevant, PACE accredited, Continuous Education; this must be submitted together with the renewal documents and payment.

Review of all applications will be done by the Certification Committee. The exams will be graded as follows:

1. The multiple-choice component will be graded by the answer sheet, which will be created as part of each exam and will be called "Exam Appendix I".
2. The case studies' answers will be reviewed and graded by the certification committee in the form of how close an answer is to the answer guide, which will be created as part of each exam and will be called "Exam Appendix II". The grade will be on a 1-10 scale, where 1 refers to "not close at all" and 10 refers to "all principals covered".

In order to pass the exam, one will be required to answer 75% or more of the multiple choice questions correctly. As for the case studies section, the average grade for all case studies must be 75% or higher in order to pass.

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CERTIFICATION PATHS FOR CPDOA - APPLICATION FEE AND EXAM: \$325; CERTIFICATION/RENEWAL FEE \$290:

1. Student

- a. Notary certified copy of an accredited course diploma/certificate (or equivalent).
- b. Notary certified copy of transcripts.
- c. Copy of resume.
- d. Cover letter describing why the applicant chose this career path.
- e. Letter of recommendation from at least 1 professor/program instructor.

2. Experience

- a. At least 3 years of experience working in a dental office in a front-staff capacity.
- b. 2 dentist recommendation letters (contingent on association verification). If 2 are not available, 1 dentist and 1 Office Manager will be considered.
- c. Copy of resume.
- d. Cover letter describing why the certification is important to the applicant.
- e. 2 section document:
 - i. Challenges in the last clinic the applicant has worked at or current clinic.
 - ii. Outline of daily, weekly AND monthly duties at the clinic.

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CERTIFICATION PATHS FOR CPDOM - APPLICATION FEE AND EXAM: \$645; CERTIFICATION/RENEWAL FEE \$490:

1. Executive

- a) Canadian accredited degree in business or related
- b) At least 2 years of experience working in a dental office as an Office Manager - association verified employer letters of employment
- c) 1 dentist recommendation letter (contingent on association verification)
- d) 2 employees (direct reports) recommendation letters (contingent on association verification)
- e) Copy of resume
- f) 2 section document:
 - i. Challenges in the last clinic the applicant has worked at or current clinic.
 - ii. Outline of daily, weekly AND monthly duties at the clinic.

2. Clinician

- a) Notary certified copy of Canadian/Provincial accredited and dental related (RDH, RDA) diploma/certificate - in good standing
- b) At least 3 years of experience working in a dental office as a clinician - association verified employer letters of employment
- c) 1 dentist recommendation letter (contingent on association verification)
- d) Cover letter describing why the certification is important to the applicant and why they are considering changing careers
- e) Copy of resume
- f) 2 section document:
 - i. Challenges in the last clinic the applicant has worked at or current clinic.
 - ii. Outline of daily, weekly AND monthly duties at the clinic.

3. Experience

- a) At least 5 years of experience working in a dental office in a front-staff capacity
- b) 1 dentist recommendation letter (contingent on association verification)
- c) Cover letter describing why the certification is important to the applicant
- d) Document outlining the challenges in the last clinic the applicant has worked and a plan to resolve this (given the job of an Office Manager)
- e) Copy of resume
- f) 2 section document:
 - i. Challenges in the last clinic the applicant has worked at or current clinic.
 - ii. Outline of daily, weekly AND monthly duties at the clinic.

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CERTIFICATION PATHS FOR CPDC - APPLICATION FEE AND EXAM: \$1490; CERTIFICATION/RENEWAL FEE \$990:

1. Experience - Internal

- a) At least 5 years of experience working in a dental office in an Office Manager capacity - association verified employer letter of employment
- b) 1 dentist recommendation letter (contingent on association verification)
- c) Cover letter describing why the certification is important to the applicant and why considering changing profession.
- d) 3 case studies of major reformation conducted throughout the experience as an Office Manager.
- e) Copy of resume
- f) 3 section document:
 - i. Challenges in the last clinic the applicant has consulted for.
 - ii. Description or copy of action plan created to address the challenges identified.
 - iii. Description of outcomes as suggestions are implemented.

2. Experience - External

- a) At least 5 years of experience working as a consultant to dental clinics - association verified invoices
- b) 3 dentist recommendation letters (contingent on association verification)
- c) Cover letter describing why the certification is important to the applicant and why they chose this career path.
- d) 3 case studies of major changes conducted for clients