



# DOMAC Certification Policies

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 covers the eligibility review process and examination access. 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](http://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.

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## 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.

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.

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## Appeals

Candidates who wish to contest a certification decision may submit a formal appeal within the timeframe specified in their written decision notice. The appeal process is as follows:

- The appeal fee is \$299 and is non-refundable
- Appeals must be submitted in writing using the Exam Grading Appeal Form, accompanied by payment of the appeal fee
- The Certification Committee will review the appeal and reassess the application in its entirety
- A written decision will be provided to the candidate within 30 days of receiving the completed appeal request and full payment
- Appeal decisions are final
- Submitting an appeal does not preclude a candidate from also applying for re-examination

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## 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. Candidates who are already active DOMAC members are considered to have fulfilled this requirement. Compliance with the Code is a condition of initial certification and of each subsequent annual renewal.

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## 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.

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*For questions regarding certification fees, renewal requirements, or policies, please contact DOMAC at [info@officemanagers.ca](mailto:info@officemanagers.ca) or 1-888-624-9888.*