



DOMAC Certification Protocols

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 covers eligibility review and examination access. The Certification Fee is invoiced upon successful completion of the examination. 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. Candidates who are already active members are considered to have fulfilled this requirement.

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. Incomplete submissions will not be forwarded to the Certification Committee.



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. Candidates will receive written notification of the committee's decision within 15 business days of submission.

Step 5: Payment and Examination

Candidates whose documentation is approved will receive an invoice for the applicable Application & Exam Fee. Upon receipt of payment, the candidate will receive a confirmation email and a registration email from the examination platform, which includes access to the examination link. Fees are non-refundable once the examination link has been issued.

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.

- Notarized copy of diploma or certificate from a DOMAC-accredited program
- Notarized copy of official transcripts
- Current resume
- Professional motivation letter – describing why the applicant chose this career path
- One academic reference letter from a professor or program instructor

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.

Executive Pathway

Applicable to candidates with a formal business or management credential and office management experience.

- 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.

- Notarized copy of a Canadian provincial dental credential (RDH or RDA) in good standing
- 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.

- Minimum five (5) years of dental office administrative experience
 - One (1) dentist 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 by the Certification Committee annually to maintain relevance and accuracy. Access to the examination is provided via a unique link issued to the candidate following confirmed payment.

Examination Format

- CPDOA: 90 multiple-choice questions
- CPDOM: 95 multiple-choice questions and three (3) case studies
- CPDC: 60 multiple-choice questions and five (5) case studies

Passing Standard

A minimum score of 75% is required to pass both the multiple-choice and case study components independently. Both components must meet this threshold for the examination to be considered passed.

Assessment and Grading

Multiple-choice sections are graded electronically against the examination answer key (Exam Appendix I). Case studies are assessed by the Certification Committee using standardized answer guides and scoring rubrics (Exam Appendix II). 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.

Candidates may submit a formal appeal within the timeframe specified in their decision notice. The appeal fee is \$299 and is non-refundable. Appeals are reviewed by the Certification Committee, and a written decision will be provided within 30 days of receiving the completed appeal request and payment. Appeal decisions are final. Submitting an appeal does not preclude the candidate from applying for re-examination.



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.