

Setting Education Standards for Condominium Managers

**CMRAO successfully executed their mandate with
uxpertise's all-in-one LMS and proctoring service.**

The Condominium Management Regulatory Authority of Ontario (CMRAO) is a not-for-profit corporation established in November 2017 by the Government of Ontario under the Condominium Management Services Act, 2015 (CMSA). As a regulator, the CMRAO provides consumer protection for Ontarians living and investing in condominiums by regulating and licensing condominium managers and management provider businesses.



01

Challenge

Find a learning management system (LMS) to host their course and a solution for online exam proctoring.

They created a new course to obtain your limited licence which needed to be hosted online. They also had an exam that needed a 75% passing grade to obtain your licence. Given the regulated industry, they needed to ensure exam integrity with proctoring.

02

Solution

An all-in-one solution to manage their online course and proctor their regulatory exams.

Initially they were looking for two separate solutions, but then they found uxpertise which offered both in one solution. CMRAO was looking for a cost-effective, Canadian solution. uxpertise was the perfect match.

03

Results

2500+ GRADUATES

Since 2021, there have been 2,500+ graduates of the Excellence in Condominium Management course.

In 2021, they started with 3 classes. In 2024, they had 34 classes.

11X MORE SESSIONS

Deliver Their Course And Ensure Integrity

Finding a cost-effective, Canadian solution



CANADIAN SOLUTION THAT MEETS THEIR BUDGET



EASY-TO-USE SOLUTION

All-in-one Solution

To meet the new education and licensing requirements for condominium managers, the CMRAO adopted uxpertise LMS combined with its integrated online proctoring service as a cost-effective, all-in-one solution. The platform allowed them to:

- **Deliver the new Excellence Course entirely online**, ensuring accessibility during COVID-19 while maintaining the integrity of instructor-led training.
- **Administer secure, proctored exams** within the same system, streamlining the licensing process and reducing administrative complexity.
- **Easily duplicate courses and exams for recurring sessions**, with independent statistics for tracking learner progress and completion.
- **Quickly implement and manage the system**—the entire setup took only six weeks, handled primarily by one administrator.
- **Provide excellent support**, with uxpertise's responsive customer service resolving technical questions rapidly.



Results

SUCCESSFUL MANDATE

The CMRAO has successfully launched their Excellence in Condominium Management course through uxpertise LMS to complete their mandate to set the education standard amongst condominium managers. From no training to a comprehensive course with a proctored exam, the CMRAO changed the industry and followed their mission to enhance consumer protection. uxpertise LMS was easy to implement and the uxpertise team was there to support CMRAO's needs throughout the years.

CMRAO LEARNING PLATFORM

3000+ USERS

220 MONTHLY ACTIVE USERS

CMRAO sees on average 220 learners using the platform monthly.

3000 COURSE ENROLLMENTS

In less than 4 years, approximately 3000 learners registered for their new course.

1500+ PROCTORED SESSIONS

Over 1500 learners took their proctored exam using the new service launched in 2023.



2500+

Graduates from
November 2021 to August 2025

What's Next?

4 years after their launch, the CMRAO is ready to expand their offering. They want to use the platform to its full potential.

CMRAO's Planned Initiatives

01 CONTINUING EDUCATION

Deliver courses for licensed condominium managers to support ongoing professional development.

02 INTERNAL TRAINING

Offer the CMRAO staff training programs on topics such as customer service, communication skills, and emotional intelligence.

"Now that our core licensing requirements are in place, we can focus on what I really love—designing new courses. The industry has an appetite for more training, and with uxpertise, we finally have the capacity to deliver continuing education and even staff development programs."

Angela Kapassouris

Senior Learning Specialist

A Great Success Story

uxpertise is dedicated to offering educational technology solutions to empower organizations to thrive. The CMRAO hosted their new course on uxpertise LMS and activated exam proctoring to ensure exam integrity. Our solution was a means to fulfilling their mandate and abiding by their values. The CMRAO is now ready to do even more with the platform.