

uxpertise & CMRAO

SETTING EDUCATION STANDARDS FOR CONDOMINIUM MANAGERS

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

Case study - July 2025

A decorative graphic in the bottom right corner consisting of several overlapping, slanted rectangular shapes in shades of yellow, purple, pink, and light blue.



CONDOMINIUM MANAGEMENT REGULATORY AUTHORITY OF ONTARIO

The CMRAO is a provincial regulator in Ontario that oversees and licenses condominium managers, setting education and competency requirements to ensure professionalism and consumer protection.

INDUSTRY

The CMRAO operates in the regulatory and condominium management industry, specifically focusing on condominium management regulation and licensing within the real estate and housing sector.

COMPANY SIZE

The CMRAO oversees 5000+ licensed condominium managers comprised of general licenses and limited licenses.

NUMBER OF USERS IN UXPERTISE LMS

3000+ users. 1500+ proctored exam sessions.

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Executive Summary CMRAO

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 expertise which offered both in one solution. CMRAO was looking for a cost-effective, Canadian solution. expertise 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

The CMRAO was mandated by the government to set the education requirements for condominium managers. Originally, obtaining a limited condominium manager licence only required paying a \$150 fee and a police check—no formal education or training was required. It was clear that the CMRAO needed to introduce structured education and assessments to raise industry standards. They hired a firm to help them create the blueprint for this new project. One of the suggestions was that there should be a course before getting the limited license. The CMRAO ultimately designed the Excellence in Condominium Management course.

Given that the project was developed during COVID-19, there was no other option than to have an online course and online exam. They needed two solutions: an LMS to host their course and a proctoring solution for their online exam.

CHALLENGE



CANADIAN SOLUTION THAT MEETS THEIR BUDGET

As a non-profit organization, cost-effectiveness was crucial. Finding a Canadian company that offers solutions at competitive prices was the focus. Finding a Canadian company would also ensure that data be stored in Canada.



EASY-TO-USE SOLUTION

The CMRAO needed a system that was easy to learn, quick to deploy (6 weeks), and well supported by customer service. Implementing two solutions with just one person managing the project was going to be a challenge in itself.

All-in-one solution

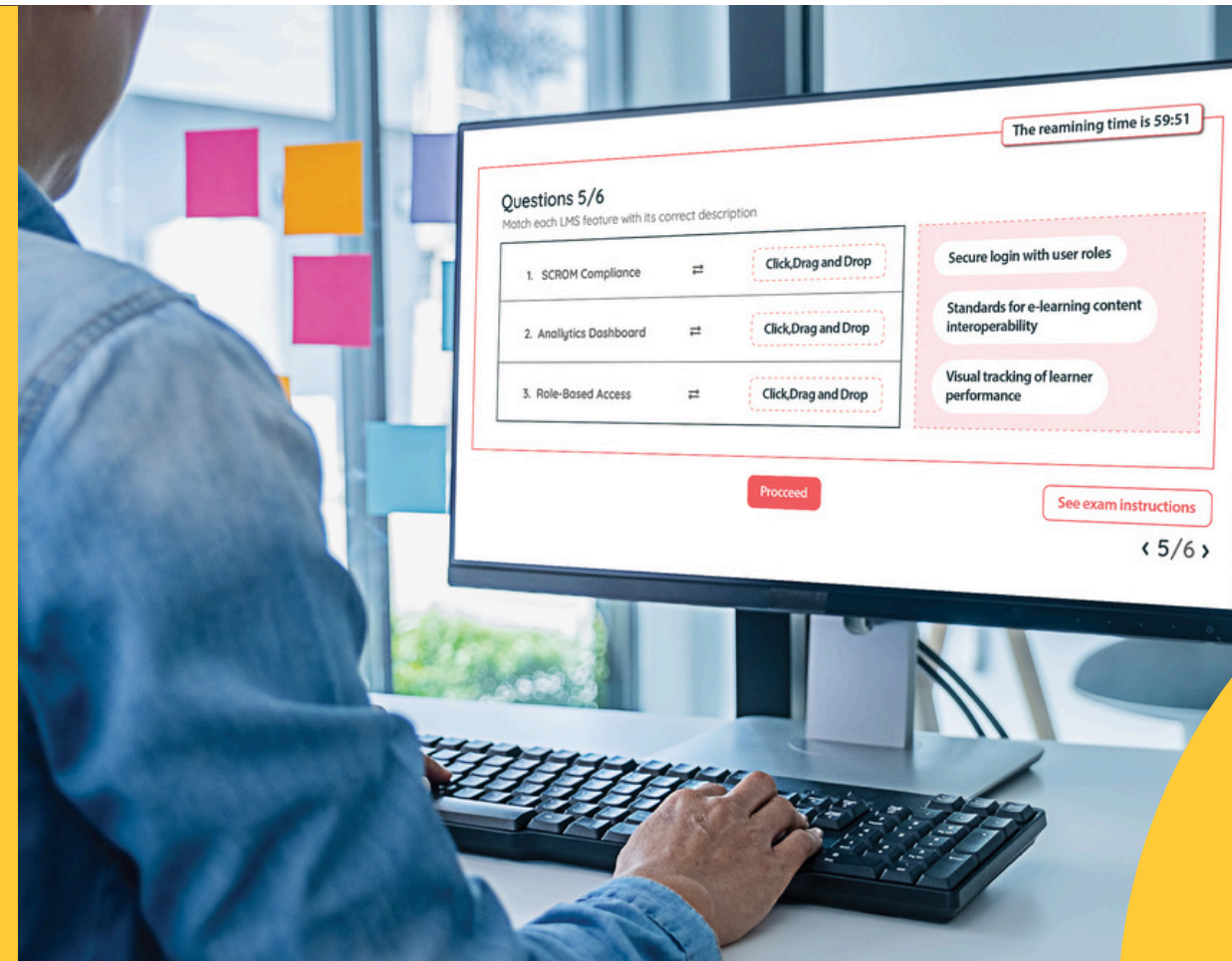
LMS + Exam Proctoring

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.

NEW PROCTORING SERVICE REDUCED SUPPORT REQUESTS BY 80%.

In 2021, the CMRAO launched their platform and online exams. At the time, uxpertise’s proctoring service was complete, but the user interface was complicated. Two years later, uxpertise launched their new proctoring service in partnership with a new technology provider, Integrity Advocate. This revolutionized the experience for both learners and admins. For the CMRAO, this meant 80% fewer support requests.



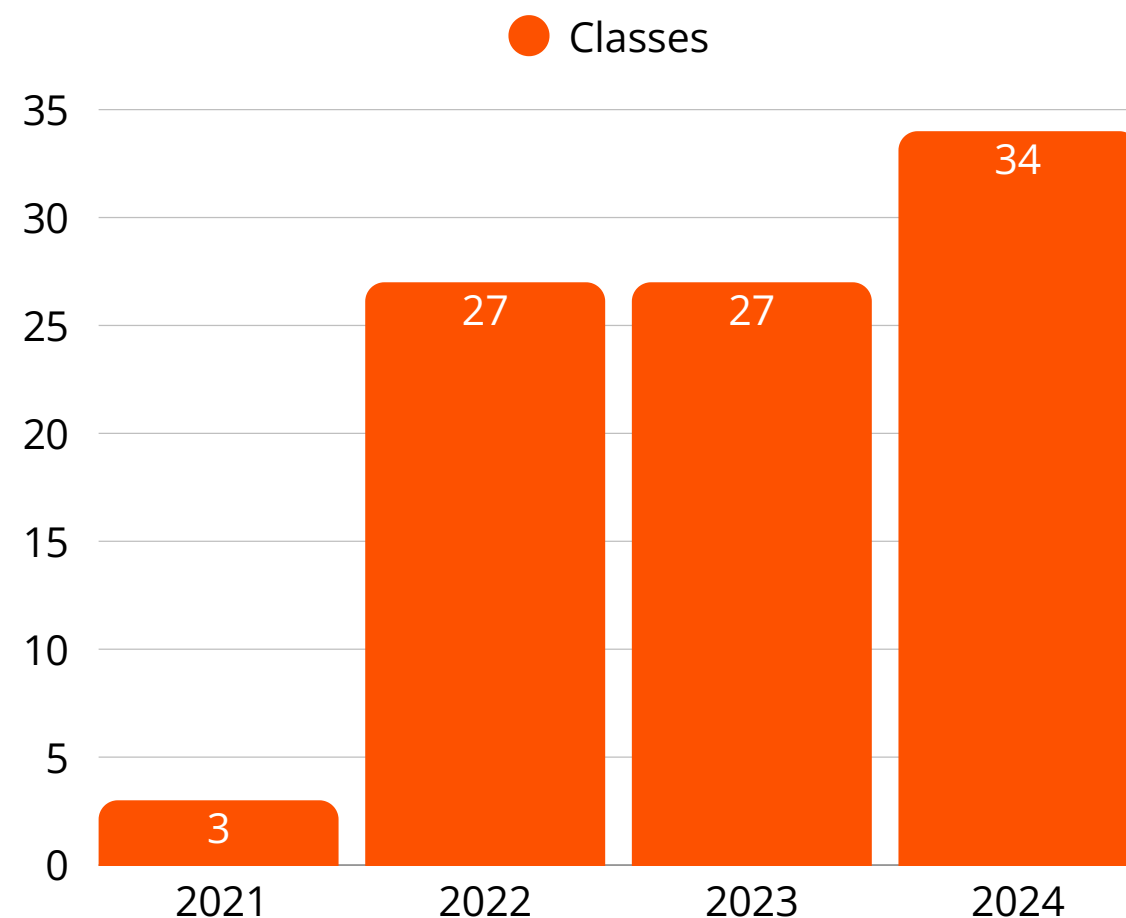
SOLUTION

uxpertise LMS

RESULTS

Achieving their objectives with
uxpertise LMS

Number of classes since their
launch in November 2021



CMRAO LEARNING PLATFORM

3000+ USERS

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.

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



expertise satisfied every requirement on our list. It offers a seamless user experience for our learners.

Angela Kapassouris, Senior Learning Specialist



Why CMRAO loves using uxpertise LMS

1. Easy Course & Exam Duplication

The CMRAO loves the ability to copy courses and exams quickly, which is essential since the same Excellence Course runs every two weeks but requires independent statistics for each session.

2. User-Friendly Course & Exam Management

Editing content after publishing (e.g., updating materials or extending exam access periods) is simple and does not disrupt active learners.

User management is intuitive, allowing the CMRAO to archive, unarchive, and track users efficiently.

3. Flexible Catalog & Visual Options

The catalog layout is easy to navigate, with options to filter activities to find what you need quickly.

Archiving courses helps keep their catalog organized, which is important since the CMRAO runs frequent sessions.

4. Improved Proctoring Experience

The current proctoring system is much easier for users, significantly reducing exam-related support requests. The transition from the original proctoring system to the new one was effortless.

5. Responsive Customer Support

Although not technically a feature, the CMRAO appreciated uxpertise's fast and helpful support, which resolves issues quickly—even for non-technical users.

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.

“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 expertise, we finally have the capacity to deliver continuing education and even staff development programs.”

Angela Kapassouris, Senior Learning Specialist

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.



CMRAO

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.

You could be the next success story.

[Contact us](#) to learn more.



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