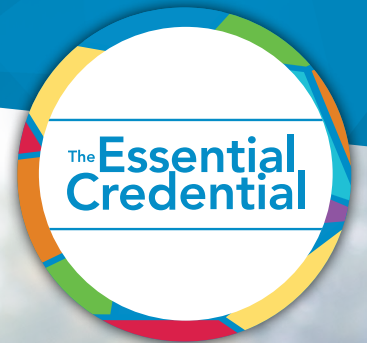


# CMCA<sup>®</sup>

Certified Manager of Community Associations

The only accredited certification program in the world for managers of homeowner and condominium associations and cooperatives.



**CAMICB<sup>SM</sup>**

Community Association Managers  
International Certification Board

[www.camicb.org](http://www.camicb.org)  
866-779-2622  
[info@camicb.org](mailto:info@camicb.org)

# WELCOME

Welcome to the CMCA community!

On behalf of the Community Association Managers International Certification Board (CAMICB), I want to congratulate you on passing the Certified Manager of Community Associations (CMCA) examination. You join the ranks of over 20,000 community association management professionals around the world who have earned “The Essential Credential.”

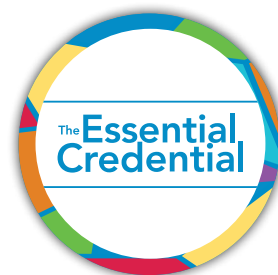
Your CMCA credential represents a commitment to rigorous professional and ethical standards. The communities you serve can be confident they have a manager with the knowledge, integrity, and professional commitment to work with them to protect the investment they have made in their home and in their community.

This guide contains information about promoting your new credential and demonstrating your continued competency through recertification. If you have further questions about your CMCA, please visit [camicb.org](http://camicb.org), email us at [info@camicb.org](mailto:info@camicb.org), or call us toll-free at **866-779-2622**.

Again, congratulations on your accomplishment.

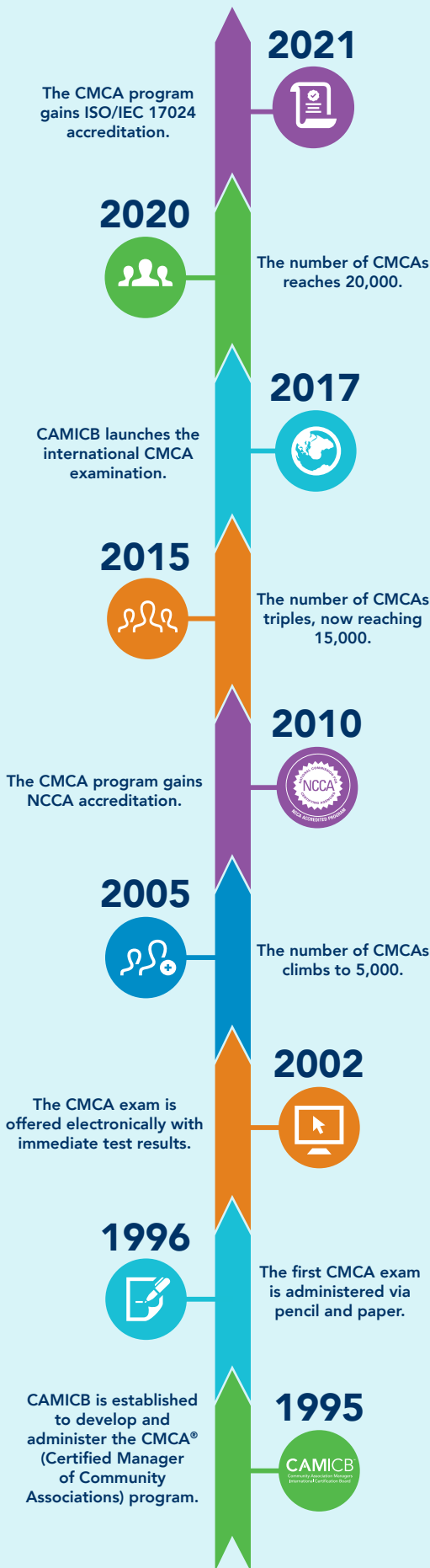


**Matthew Green, CAE**  
Executive Director



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## OVERVIEW OF THE CMCA: THE ESSENTIAL CREDENTIAL FOR COMMUNITY ASSOCIATION MANAGERS

The Community Association Managers International Certification Board (CAMICB) is an independent, not-for-profit organization formed to establish and administer an international certification program developed solely for community association managers. The Certified Manager of Community Associations (CMCA) credential sets standards for measuring the knowledge and proficiency required for community management.

CMCA's have passed a rigorous exam, demonstrating they have a proven and solid understanding of the many diverse business operations involved in being a community association manager.

CMCA's have more advanced career opportunities and earn, on average, 20% more than non-credentialed managers.\* The credential is recognized internationally, enabling CMCA's to enjoy a truly portable career, with the ability to do business in a variety of markets across different cities, states, and countries.

The CMCA credential provides an assurance to community association homeowners and volunteer boards that the manager has the basic knowledge necessary to effectively manage a community association. The association can have confidence in the knowledge and the ability of the manager because the manager has taken the initiative to complete the stringent requirements for certification.

\*Community Association Manager Compensation & Salary Survey, Foundation for Community Association Research.

CMCA CERTIFICATE



CMCA DIGITAL BADGE



DIRECTORY  
OF CREDENTIALLED  
PROFESSIONALS



PROMOTING  
YOUR NEW  
CREDENTIAL

SmartBrief

CMCA CORNER  
BLOG



LINKEDIN



FACEBOOK



You've worked hard to earn your CMCA. We've made it easy to share your achievement and join the community.

# PROMOTING YOUR NEW CREDENTIAL

## CMCA CERTIFICATE

Your personalized CMCA certificate suitable for framing will be mailed to your preferred address. Find a beautiful frame at [framingsuccess.com](http://framingsuccess.com). Then, prominently hang on your office wall for everyone to admire.

## CMCA DIGITAL BADGE

Your CMCA digital badge is an online representation of your credential linked specifically to you. Digital badges can be used in email signatures, personal websites, digital resumes, and added to your LinkedIn, Facebook, or Twitter. Learn more on CAMICB's [Digital Badge](#) page.

## SMARTBRIEF

Community Association Management SmartBrief is a weekly email aimed at bringing you a quick, two-minute read, giving short summaries of the news articles that will be of interest to you as a community association manager. Stay informed by signing up [here](#).

## LINKEDIN

The CMCA Group on [LinkedIn](#) will help you fully leverage your professional network and discover a wealth of new business contacts. We're also posting industry news almost daily.

## FACEBOOK

Join your fellow CMCA's by following us on [Facebook](#). The CMCA Facebook page is a place for CMCA's to get community association-related stories, photos, and activity information.

## CMCA CORNER BLOG

Visit the CMCAcorner blog to get connected with your peers. [CMCAcorner blog](#) is an online neighborhood for community association managers to share professional interests and experiences related to community association management and read news stories from CAMICB and a series of guest writers.

## DIRECTORY OF CREDENTIALLED PROFESSIONALS

As a new CMCA, your name will be added to CAMICB's online Directory of Credentialed Professionals. Employers and association members can use the Directory to look up your contact information, certification status and geographic location. You can also check your recertification and annual service fee dates using the Directory. You may opt out of inclusion in the Directory at any time by contacting CAMICB at 866-779-CMCA or [info@camicb.org](mailto:info@camicb.org).

# RECERTIFYING YOUR CMCA

## PURPOSE OF RECERTIFICATION

It is essential for competent community association management professionals to continually expand their knowledge and keep up with changing regulations in the field. When you recertify your CMCA, you demonstrate a continued dedication to advancing your knowledge and skills as a community association manager. By pursuing professional development and reaffirming your commitment to upholding the Standards of Professional Conduct, you also help to sustain the global recognition and value of the CMCA.

## GENERAL REQUIREMENTS

To maintain the CMCA, you must meet two requirements:

- Submit a CMCA recertification application **every two years**, including documentation of 16 hours of continuing education credit.
- Submit payment of the \$125 annual service fee **each year**.

## RECERTIFICATION TIMELINE

You will be placed in one of two CMCA recertification cycles, depending on the date of initial certification. If you earned the credential from January to June, your deadline to recertify and pay the annual service fee will be **April 1**. If you were certified between July and December, your deadline will be **October 1**.

Payment of the annual service fee will be due **each year** on or before your specified deadline. Submission of the recertification application will be due **every other year** on or before the deadline.



## CMCA RECERTIFICATION APPLICATION

- You must submit a completed CMCA recertification application with **16 hours** of approved continuing education every two years.
- If you have met the continuing education requirements associated with one of the following approved licenses or credentials for at least one year, that will satisfy the continuing education requirement:

—Association Management Specialist (AMS)

—Florida Community Association Management License (FL CAM)

—Professional Community Association Manager (PCAM)

—Nevada Community Manager Certification (NV CAM)

—National Association for Housing Cooperatives Registered Cooperative Manager (NAHC-RCM)

- Regardless of how you meet the recertification requirements, you must still submit a completed CMCA recertification application **every other year**.

## ANNUAL SERVICE FEE REQUIREMENT

You must submit payment of the \$125 CMCA annual service fee **each year**. You will be sent a copy of your invoice via mail and email 90 days before your payment deadline. All fees are non-refundable and non-transferable, without exception.

## CONTINUING EDUCATION CREDIT

There are a variety of pathways to earn CMCA continuing education credits. CAMICB calculates credit on an hour-for-hour basis, meaning that one hour of class attended equals one hour of CMCA credit. Credit for a course may only be submitted one time per recertification cycle. Courses that relate to the buying and selling of real estate are not accepted.

You can earn continuing education credits toward your CMCA by taking courses that have been pre-approved by CAMICB.

## VERIFICATION AND AUDIT OF RECERTIFICATION APPLICATIONS

You are responsible for maintaining a record of your continuing education credits throughout the recertification cycle. CAMICB does not track completion of continuing education coursework.

When you apply to recertify your CMCA, you will be asked to list the details of each course that you completed within the recertification cycle. You will not be required to provide evidence of completion with the application.

After submitting your recertification application, you may be selected for an audit of your continuing education coursework. If you are selected, you will need to provide proof of attendance, such as a certificate of completion, for the coursework specified by CAMICB.

You will be notified via email of the acceptance of your recertification application. You will also receive an automated receipt via email when payment of your annual service fee is processed.

CAMICB's [Continuing Education Gallery](#) is continually updated with approved courses. Offerings include virtual and in-person sessions, as well as many free and low-cost options.

You are able to earn continuing education credit by taking courses from the Community Associations Institute (CAI), a separate non-profit organization. All CAI education has been pre-approved for CMCA continuing education credit. You can view CAI's education offerings in their [Learning Center](#). The [Professional Management Development Program](#) (PMDP) courses are worth 6-16 credit hours.

Additional opportunities for earning credit include in-house training with a management company, education approved by a state regulatory agency, self-study, authoring articles for publications, and teaching courses. You may also request approval for coursework which has not previously been approved by CAMICB. Learn more about all of these options at [camicb.org](http://camicb.org) and in the [CMCA Handbook](#).

## FAILURE TO RECERTIFY

To maintain the CMCA, you must pay the annual service fee **each year** and recertify the credential **every two years**. Failure to meet either of these requirements will result in termination of your CMCA credential.

## REINSTATEMENT

You must complete the reinstatement process to reactivate a terminated CMCA credential. Reinstatement may only be granted for a CMCA that has been inactive for less than five years. An individual who wishes to regain the CMCA after more than five years of inactivity must retake and pass the CMCA examination (full application fees apply).

The process to reinstate your CMCA can be rigorous. You are encouraged to continually maintain your CMCA through recertification to avoid the need to reinstate.





## RECERTIFICATION RESOURCES

Learn more about recertifying your CMCA using the following resources:

### CMCA Handbook



The complete guide for all policies and procedures related to the CMCA. Download your copy at [camicb.org](http://camicb.org).

### CAMICB Staff Support



The CAMICB staff is available to answer your questions at [info@camicb.org](mailto:info@camicb.org) or toll-free at 866-779-2622.

### Recertification Resource Page



CAMICB has [an area of camicb.org](http://camicb.org) dedicated to the many resources available to help you maintain your credential.



## SPECIAL CIRCUMSTANCES

Consider these options if special circumstances lead you to need extra time to recertify, or if you are considering leaving the community association management field.

**Extension Request:** In cases of serious hardship, CAMICB allows credential holders to petition for a one-year extension of their recertification deadline no more than once. You must submit the request to [info@camicb.org](mailto:info@camicb.org) prior to your recertification deadline with an explanation of the circumstances. You will still be required to pay the annual service fee.

**Retired CMCA:** If you retire from the field and are interested in maintaining your CMCA, you have the option to showcase your credential as CMCA (Ret.). Those who hold the CMCA (Ret.) are exempt from continuing education requirements. To qualify for the CMCA (Ret.) status, you must:

- have held the CMCA for a minimum of ten years;
- be an active CMCA certificant in good standing at the time of application;
- adhere to the CMCA Standards of Professional Conduct; and
- pay the annual \$25 service fee.

# CMCA STANDARDS OF PROFESSIONAL CONDUCT

*Revised September 2019*

A Certified Manager of Community Associations® (CMCA) shall:

1. Be knowledgeable, act, and encourage clients to act in accordance with any and all federal, state, and local laws applicable to community association management and operations.
2. Be knowledgeable, comply and encourage clients to comply with the applicable governing documents, policies and procedures of the Client Association(s) to the extent permitted by that Client.
3. Not knowingly misrepresent materials facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
4. Not provide legal advice to Client Association(s) or any of its members, or otherwise engage in the unlicensed practice of law.
5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
6. Refuse to accept any form of gratuity or other remuneration from individuals or companies that could be viewed as an improper inducement to influence the manager.
7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
8. Not breach their fiduciary duty.
9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with local, state and federal laws.
10. Recognize the original records, files and books held by the manager are the property of the Client Associations to be returned to the Client at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients.

A violation of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA credential by the Community Association Managers International Certification Board (CAMICB).

These standards are enforced through a process outlined in the CMCA Standards of Professional Conduct Enforcement Procedures. Visit [camicb.org](http://camicb.org) or contact the CAMICB office for a copy of the document.

# LOOKING AHEAD



Achieving CMCA certification is a milestone in your journey as a community association manager. This credential sets you apart as an individual who has the knowledge and skills to successfully manage a community association and the professionalism to do so in accordance with ethical business practices.

Holding the CMCA can help set you on a path toward more advancement opportunities, higher earnings, and additional designations and recognition. Maintaining the CMCA throughout your career will prompt you to seek out opportunities for professional development and education, leading to continuing professional growth and improvement. We encourage you to maximize the value of your hard-earned credential by promoting your achievement and participating actively in the CMCA community.

The CAMICB team is here to support you in all things related to the CMCA. Congratulations again on your accomplishment!

# CAMICB<sup>SM</sup>

Community Association Managers  
International Certification Board

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