



HANDBOOK

SETTING THE STANDARD FOR COMMUNITY ASSOCIATION
MANAGERS WORLDWIDE

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Letter from the Executive Director

Dear CMCA Candidate,

Welcome to the Certified Manager of Community Associations (CMCA®) certification program.

The Community Association Managers International Certification Board (CAMICB), formerly NBC-CAM, was incorporated in 1995 as an independent professional credentialing organization by Community Associations Institute (CAI) to develop and administer the international CMCA certification program.

This internationally recognized program is the culmination of the hard work of over 1,000 community managers, homeowners, and other experienced industry practitioners who have participated over the years in the development of the CMCA program. In order to ensure the CMCA examination remains a valid measure of a community association manager's proficiency, CAMICB has teamed this group's knowledge and experience with the exam development and testing expertise of the Human Resources Research Organization (HumRRO). HumRRO continually analyzes the performance, guides the development, and assists in the administration of the CMCA examination.

This Handbook has been developed to provide you with comprehensive information about CMCA certification and the CMCA examination. CAMICB recognizes the commitment you are about to make and we want your experience to be a positive and successful one. If, after reading this Handbook, there is anything you do not fully understand, please call CAMICB at 866.779.CMCA, or email us at info@camicb.org. Thank you for your interest and good luck!

Very truly yours,



John H. Ganoe, CAE

Executive Director

APPLICATION PROCESS AT-A-GLANCE

A candidate for the CMCA examination must:

- Be a community association manager or be active in the community association industry.
- Complete one of the following three prerequisite options:
 1. *Education requirement:* Satisfactory completion of a prerequisite course.
 2. *Experience requirement:* If you have at least five years of experience as a community association manager, you may qualify for a one-time waiver of the prerequisite course.
 3. *License or credential requirement:* If you hold at least one of the pre-approved state licenses from AZ, CA, FL or NV you may sit for the CMCA examination.
- Complete the CMCA application form in full and pay the designated fees.
- Agree to adhere to the CMCA Standards of Professional Conduct established and amended by CAMICB.

Once a candidate passes the CMCA examination and becomes a Certified Manager of Community Associations, the credential must be maintained in good standing. A CMCA must recertify every two years, meet CAMICB's continuing education requirements, and pay an annual maintenance fee.

SECTION 1: OVERVIEW OF THE CMCA PROGRAM

The Community Association Managers International Certification Board (CAMICB) is an independent, not-for-profit organization formed to establish and administer an international program for certification for community association managers. The certification program sets standards for measuring the knowledge and proficiency required for community management. A professional Certified Manager of Community Associations (CMCA) has achieved the standards identified and adopted by CAMICB. By earning the CMCA, the individual demonstrates to members of the profession, the public, association clients, and government authorities a commitment to and interest in providing a high level of quality community association management. A manager who holds a CMCA certification has demonstrated the knowledge necessary to perform fundamental community association management functions.

CAMICB, formerly NBC-CAM, was incorporated by Community Associations Institute (CAI) in October 1995 as an independent organization to administer the CMCA certification program. The CAMICB Board of Commissioners (the Board) has full authority over all aspects of the certification program, which was created for the benefit of the community association management profession and the communities and homeowners they serve. More than 1,000 managers, homeowners, and industry professionals were involved in the program's development. The Human

Resources Research Organization (HumRRO), a professional test development firm established in 1951, was contracted to manage the development process, which involved the identifying relevant knowledge areas.

STANDARDS AND CERTIFICATION: IMPORTANT TO THE INDUSTRY

Recognized and accepted minimum standards of fundamental knowledge for practice in community association management offer potential value and benefit to a variety of industry constituencies, including homeowners, community associations, community association managers, potential managers, association management companies, and government agencies.

The CMCA credential provides for community association homeowners and volunteer boards an assurance 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 by knowing the manager has taken the initiative to complete the stringent requirements for certification.

The CMCA also offers the association a baseline against which to evaluate manager candidates. The volunteer board can use the knowledge and skills required for the CMCA as minimum criteria for a manager or management company. The credential can help the associations to “weed out”

candidates who do not have the necessary knowledge or skills to do the job.

To the profession, the association client, the public, and government authorities, the CMCA credential provides evidence that the certificant achieving this certification has demonstrated adequate understanding of the fundamental body of knowledge required of a community association manager, is committed to continuing education to maintain and enhance that knowledge, and will maintain the CMCA Standards of Professional Conduct that are an integral part of the certification program.

MISSION

The mission of the certification program is to advance and help assure the quality of professional community association management. The goals of the program are:

- To enhance the professional practice of community association management;
- To identify the body of knowledge necessary in that professional practice; and
- To recognize those individuals who have demonstrated a satisfactory understanding of that body of knowledge.

The certification program is based upon the strong belief that there is a fundamental body of knowledge that should be possessed by an individual who is

responsible for the management of one or more community associations.

EARN YOUR CMCA: CMCA QUALIFICATIONS

To qualify to become a CMCA, a manager must:

- Complete and pass a prerequisite course on community association management, OR qualify for a waiver if the manager has at least five years of experience as a community association manager, OR hold an active, pre-approved state community association manager license;
- Complete the CMCA application in full and pay the appropriate fees;
- Agree to adhere to the CMCA Standards of Professional Conduct established and amended by CAMICB;
- Pass the CMCA examination.

APPLICATION PROCESS

Candidates wishing to sit for the CMCA examination may apply online at camicb.org. Candidate applications must be submitted with the appropriate documentation and fees to CAMICB. The next section, "Taking the CMCA Examination," provides you with information about the application process, dates for the examination offerings, and application deadlines.

SECTION 2: TAKING THE CMCA EXAMINATION

EXAMINATION FORMATS

There are two convenient ways to take the CMCA Examination: computer-based or paper-and-pencil.

COMPUTER-BASED EXAMINATION

Once the Board has approved your application to sit for the exam, an Authorization to Test (ATT) letter will be e-mailed to you. The ATT includes the start date you will be eligible to take the examination as well as your test authorization number and an expiration date. *If you do not take your examination within the approved one-year cycle, your testing fee and application will be forfeited.*

You must have your ATT before you schedule an appointment to take the examination. If you lose your ATT, contact CAMICB at 1.866.779.CMCA or info@camicb.org. Offices are open Monday through Friday from 9 a.m. to 5 p.m. Eastern Time.

The computer-based exam offers on-demand availability, an extensive network of testing locations, and instant test results. It is administered by Pearson VUE, an international computer-based testing company with state-of-the-art secured testing centers worldwide.

To take the CMCA examination via computer, please sign up for the exam by checking computer-based testing on the CMCA application. Minimal computer experience is required. When you are ready to take the exam, testing center

administrators will put you at ease with step-by-step instructions. After completing the exam, Pearson VUE will score your test and you will receive your results immediately. A feedback report will be given to candidates who do not pass the examination.

SCHEDULING YOUR EXAMINATION FOR COMPUTER-BASED TESTING (CBT)

Your ATT will indicate the time frame within which you may schedule your examination appointment. Once you receive your ATT, you may schedule an appointment to test at any time during your one-year period of eligibility. Appointments are offered on a first-come, first-served basis. You should schedule your appointment as soon as you receive your ATT. Even if you do not want to test immediately, it is better to schedule early. Waiting to schedule your testing appointment may significantly limit the dates the center has available to seat you. If you wait to schedule your appointment until your ATT is close to expiring, an appointment may not be available prior to the expiration date. *If this occurs, you will forfeit your testing fee.*

You cannot schedule a testing appointment until you receive your ATT letter. You should have your ATT letter available when you schedule your appointment. You may schedule an appointment with Pearson VUE by calling 888.536.1460 or scheduling online at pearsonvue.com/cmca. To find a testing location near you, visit pearsonvue.com/cmca and select “Locate a Test Center.”

WHAT TO TAKE TO THE TESTING CENTER

- You must have government-issued, photo identification (ID) to be admitted to the test administration room. The name on your ID must match your name the ATT letter.
- Books, papers, electronics, or other reference materials are not permitted in the test administration room.
- No food or beverages may be taken into the test administration room.
- Listen to the test administrator carefully and ask all questions before the exam begins.
- Visitors are not allowed in the test administration room.

COMPUTER TECHNICAL DIFFICULTIES

On very rare occasions, technical difficulties may be encountered at the testing center. If you experience technical difficulties, notify the testing center administration immediately. Every effort will be made to correct the problem as quickly as possible.

In the case of severe technical difficulties or power loss, candidates may be unable to continue their testing session. In such instances, reasonable accommodations will be made to accommodate candidates.

EXAMINATION AND RESULTS

The test center administrator will give you a brief orientation/overview on the workstation. The examination software includes a calculator, a timer, and a question counter. You will also have the ability to skip questions and return at a later time. When you have finished with the examination, the test administrator will release your results to you. Candidates who successfully complete the examination will receive confirmation and the CMCA

certificate will be sent to their home address within four to six weeks.

FEES FOR THE COMPUTER-BASED EXAMINATION

The cost of the computer-based exam is \$315 which covers the application fee, exam, your first year of certification, a subscription to *Community Association Manager Smartbrief*, and access to the CMCA social media network. The fee is non-refundable and non-transferable.

Candidates who do not pass the exam are given a feedback report showing the approximate percentage of items answered correctly. To retake the exam, candidates must complete and submit the Retake Application and submit the examination fee. The fee is \$150 for a Pearson VUE computer-based retake examination. The fee is non-refundable and non-transferable.

PAPER-AND-PENCIL EXAMINATION

You may choose to take the exam via the standard paper-and-pencil format at one of the pre-determined testing locations. To take the CMCA examination via paper-and-pencil, please sign up for the exam by selecting paper-and-pencil on the CMCA application. Candidates will receive paper-and-pencil test results four to eight weeks after taking the exam. Results include a feedback sheet showing the approximate percentage of items answered correctly.

FEES FOR PAPER-AND-PENCIL

Complete and submit the examination application and \$365 application fee. Candidates who need to retake the exam must resubmit a Retake Application and a \$150 retake fee. There is no limit on the number of times a candidate may take the

examination. Fees are non-refundable and non-transferable.

CONFIRMATION APPROVAL

PENCIL-AND-PAPER EXAMINATION

Once the Board determines you are eligible to take the CMCA examination, an approval letter will be e-mailed to you three weeks prior to your examination date. Contact the proctor listed on your approval letter to confirm testing location and time.

If you fail to confirm with your proctor the time and location of your examination and you miss the appointment, your application/testing fees will be forfeited.

EXAMINATION RESULTS

PAPER-AND-PENCIL EXAMINATION

Candidates will receive their examination results four to six weeks after taking the examination. No examination results are released by telephone, email, or fax. Results include a candidate feedback report that will show the approximate percentage of items answered correctly. Numeric test grades are not given out. Only pass/fail information is provided. Examination scores will not be discussed over the telephone.

EXAM SCORING

The CMCA examination is a criterion-referenced examination, i.e., the passing score is set beforehand and candidate performance on the examination is not compared to the performance of others taking the examination. In a criterion-referenced examination, a candidate must obtain a score equal to or higher than the “passing score” to pass the test. The passing scores represent absolute standards and are determined by CAMICB content experts using psychometrically accepted standard-setting methodology.

SCORE REPORTING

The paper-and-pencil examinations are electronically scored by the Human Resources Research Organization (HumRRO). For this reason, it is important to complete the answer sheet according to the instructions provided by the Test Administrator or Proctor on the day of the exam. Candidates will receive credit only for answers recorded on the scannable answer sheet. Answers marked in the test booklet(s) will NOT be counted toward a candidate’s score. All candidates will receive a score report of their performance. Examination results are mailed to candidates approximately four to six weeks after the examination administration. In reporting the examination results to candidates, statistical procedures are used to convert raw scores (i.e., the number of test questions answered correctly) to scaled scores which are equivalent for all administrations of the examination(s). The scaled score is not a “number answered correctly” score. Only pass/fail information is provided. Candidate scores cannot be given via telephone, email, or fax.

HAND SCORE REQUESTS

Candidates who fail the CMCA paper-and-pencil examination may appeal their results by submitting a written request to have their results hand scored within 30 days. The results of the hand-scoring will be sent to the candidate within 30 days of receipt of the request. There is no charge for hand-scoring. Requests should be submitted to CAMICB via email, fax, or U.S. mail.

CONFIDENTIALITY POLICY

Neither CAMICB nor HumRRO will discuss the examination application, administration, and scoring with anyone other than the candidate or the candidate's

legal representative. Unless the certificant has opted out, the name and certification status of individuals who have successfully completed the CMCA examination will be published in the Directory of Credentialed Professionals on the camicb.org website.

MEMBERSHIP POLICY

There are no membership requirements to participate in the CMCA certification program.

NON-DISCRIMINATION POLICY

CAMICB does not discriminate against any persons on the basis of race, color, ethnicity, national origin, religion, creed, age, gender, sexual orientation, marital status, medical condition, or physical disability.

PROFESSIONAL PRACTICE POLICY

A CMCA is required to attest that they continue to be active in the community association industry.

RECERTIFICATION PURPOSE AND POLICY

Recertification is an ongoing process designed to promote and demonstrate continued competency in the community association management profession. This competency can be demonstrated through participation in continuing education in the field of community association management by participating in at least 16 hours of continuing education coursework every two years.

Recertification also provides the opportunity for you to reaffirm your commitment to the CMCA Standards of Professional Conduct to your community associations, your employers, your peers,

and the millions of people living in community associations.

Recertification allows professional managers to distinguish themselves as an accomplished professional committed to development of your skills and knowledge.

To recertify and retain the CMCA certification, a CMCA must:

1. Continue to be active in the community association industry.
2. Satisfy continuing education requirements outlined below.
3. Pay the annual service fee.
4. Complete and submit the Recertification Application.
5. Adhere to the CMCA Standards of Professional Conduct.

RECORD RETENTION POLICY

CAMICB will compile and file records for each CMCA applicant and certificant, and will retain applications as follows:

- New applications will be stored electronically for no more than four years at which point they will be destroyed.
- Recertification and reinstatement applications will be stored for no more than four years at which point they will be destroyed.

REFUNDS AND EXTENSIONS

Exam fees are non-refundable and non-transferable. There is no limit on the number of times a candidate may take the exam.

Carefully select your testing date and location. **The one-year period of exam eligibility for the computer-based format from the date of issuance of the Authorization to Test letter will not be extended.**

RESCHEDULING THE EXAM

If you need to reschedule your computer-based testing appointment, you must contact Pearson VUE at least **24 hours** prior to your scheduled appointment. Leaving a message on an answering machine is not an acceptable method of canceling or rescheduling your appointment.

If you fail to arrive for your appointment or cancel without giving the required notice, you will forfeit your testing fee.

IDENTIFICATION REQUIREMENTS

You must present a government-issued, photo ID to be admitted to the test administration room. The name on your ID must match your name the ATT letter.

Acceptable forms of government-issued, photo ID are:

- valid, unexpired photo driver's license with photo;
- valid, unexpired state/province-issued ID card with photo; or
- valid, unexpired passport with photo.

Contact your [Pearson VUE](#) testing center with questions about acceptable forms of ID. Without proper ID, you will not be admitted to the testing center. There will be no refund of your testing fee.

SECURITY MEASURES

Numerous security measures will be enforced during the test administration to ensure the integrity of the program. Be aware that you will be observed at all times while taking the examination. This observation may include direct observation by test proctors or testing center staff.

Copying, retaining test questions, or transmitting the test questions in any form to other individuals, organizations, or study groups will result in forfeiting your right to have your examination graded and may result in disciplinary action by the Board.

REQUESTING SPECIAL TESTING ACCOMMODATIONS

CAMICB abides by all applicable federal and state statutes relating to the accommodation of disabled individuals. All requests for special accommodations must be submitted in writing along with the submission of the application.

Candidates who have requested special testing accommodations from the Board should not schedule an appointment to take the examination until receiving written confirmation of the accommodations.

IF THE TEST SITE IS CLOSED

If you are unsure whether a test site is closed because of inclement weather or some other factor, you should contact the testing center or proctor directly. If the site is open, it is your responsibility to keep the appointment. If the site is closed, you will be given the opportunity to reschedule the appointment at no additional cost.

DRESS APPROPRIATELY

Every effort will be made to ensure that the test administration room is neither too warm nor too cool. However, sometimes problems with heating and cooling do occur. Be prepared.

EXAMINATION DATES AND APPLICATION DEADLINES

COMPUTER BASED FORMAT

Examination candidates will have one year from the date their application is approved to sit for the CMCA examination and may test at any time within that one-year period. The CMCA examination will be offered on an on-going basis at Pearson VUE testing facilities around the world. To find the location nearest you, visit the [Pearson VUE](http://www.pearsonvue.com) website and select Locate a Test Center.

PAPER-AND-PENCIL FORMAT

The pencil-and-paper exam is offered four times a year in major U.S. cities, and on the Wednesday of CAI's National Conference. Some locations may not be available for all exam administrations and CAMICB reserves the right to cancel a location due to low enrollment.

EXAM DATE

2019

March 1
 May 8 (at CAI conference only)
 June 7
 September 6
 December 6

APPLICATION DEADLINE

February 1
 April 1
 May 1
 August 1
 November 1

EXAM LOCATIONS

ARIZONA
 Phoenix
 Tucson

CALIFORNIA
 Los Angeles
 San Francisco
 Santa Ana

COLORADO
 Denver
 Colorado Springs

CONNECTICUT
 Hartford

DISTRICT OF COLUMBIA
 (metro area)

FLORIDA
 Miami
 Orlando

GEORGIA
 Atlanta

HAWAII
 Honolulu

ILLINOIS
 Chicago

MARYLAND
 Baltimore

MASSACHUSETTS
 Wellesley

MICHIGAN
 Ann Arbor
 Detroit (metro area)

MISSOURI
 St. Louis
 Kansas City

NEVADA
 Las Vegas
 Reno

NEW JERSEY
 Princeton

NORTH CAROLINA
 Raleigh

OHIO
 Cincinnati (metro area)
 Columbus

OREGON
 Portland

PENNSYLVANIA
 East Philadelphia (metro area)

TENNESSEE
 Nashville

TEXAS
 Austin
 Dallas
 Houston

VIRGINIA
 Falls Church
 Virginia Beach

WASHINGTON
 Kirkland

WISCONSIN
 Milwaukee

*Contact CAMICB for international locations

SECTION 3: CMCA EXAMINATION CONTENT AND STUDY MATERIALS

OVERVIEW OF THE PROCESS OF DEVELOPING THE EXAM

The purpose of the CMCA certification is to recognize individuals who demonstrate competence in the field of community association management. Candidates take a standardized examination that measures critical requirements of the job. Exam scores are compared to a standard (or cut-score) that reflects the minimum acceptable level of competence required to hold the certification.

The CMCA examination is a multiple-choice examination consisting of 120 items: 100 scored and 20 pilot-test items. The examination content and cut-score were developed using a rigorous, systematic process involving hundreds of hours of analysis, development, and testing. The process begins with the development of a formal set of test specifications, also known as a test blueprint, that identifies the topics that will be included on the examination. Items are written to measure critical knowledge in each topic area by trained subject matter experts. The cut-score is derived using a standard-setting methodology involving the integration of expert judgment and item-level data. This process helps to demonstrate that the examination is “content valid” for the community association management profession.

CAMICB continually monitors and maintains the CMCA examination to ensure it remains

a valid, reliable assessment of competence. Periodically (roughly every five years), CAMICB conducts a study to examine the community association management profession and update the test blueprint accordingly. The study involves collecting input from thousands of experts in the field to identify important changes in job tasks and job knowledge. The most recent update, conducted in 2016, resulted in minor changes to the structure and content of the test blueprint. The core body of knowledge required for effective performance as an association manager remains consistent with prior analyses.

CONTENT OF THE CMCA EXAMINATION

The CMCA examination tests the knowledge related to the topic areas shown below. The figures in the column labeled “% of Exam” reflect the percent of the exam that is allocated to each topic area.

Topic Area	% of Exam
1. Meetings	10
2. Governance, Legal and Ethical Conduct	23
3. Budgets, Reserves, Investments, and Assessments	15
4. Financial Controls	11
5. Risk Management and Insurance	11
6. Property Maintenance	11
7. Contracting	13
8. Human Resources	6
Total	100

The complete list of knowledge concepts that are tested on the CMCA exam is presented at the end of this section, organized by topic area. This list covers nearly as many concepts as there are items on the examination. Because it is impractical to test every aspect of these concepts, the examination form is compiled by sampling items from each topic area. However, candidates are expected to possess knowledge related to each of these concepts and should prepare accordingly. A list of common job tasks that are performed by community association managers is presented at the end of this section as well. This list illustrates the tasks and duties that require the critical knowledge.

STUDY MATERIALS

CAMICB encourages candidates to prepare for the examination for 4-6 months prior to sitting for the CMCA examination. There are several examination preparation materials available from CAMICB.org:

1. [CMCA Handbook](#)

The CMCA Handbook provides information on the CMCA examination application process as well as a detailed outline of the examination content. The Handbook also provides study materials and strategies for taking the examination. Applicants are required to read the Handbook in its entirety prior to applying to sit for the CMCA examination.

2. [CMCA Study Guide](#)

The CMCA Study Guide will help candidates develop strategies for exam preparation. The Study Guide identifies all the knowledge areas tested on the exam and details the knowledge, skills, and abilities tested in each knowledge area. The Study

Guide is a critical tool in exam preparation and is available as a free electronic download.

3. [Community Association Management Best Practices Reports](#)

Industry experts and a range of professional publications were consulted in the development of function-specific benchmarking and best practices for community association management. The Foundation for Community Association Research has made the Best Practices Reports available for free download on their website.

4. [Community Association Institute's Guides for Association Practitioners \(GAPs\)](#)

CAI's Guide for Association Practitioners (GAP) covers industry standards and best practices for a wide variety of topics facing community association managers. The series is available for purchase in their bookstore online or by contacting CAI at 888.224.4321.

5. [Prerequisite course manual](#)

Candidates should study the manual from their prerequisite course. You should review each chapter carefully, paying close attention to subjects heavily tested on the course exam. It is important to remember that prerequisite courses are not intended to serve as a review course for the CMCA examination. The course should be viewed as one part of your intensive preparation to sit for the CMCA examination.

6. [Practice exams](#)

CAMICB has two practice exams available for candidates. The first is in the back of the Study Guide. The second can be purchased on at CAMICB.org. The CMCA

Practice Exam provides candidates an opportunity to familiarize themselves with exam content and question types. The practice exam contains questions that have rotated off the CMCA examination.

7. [Quizlet](#)

The CMCA Examination Quizlet is an online study tool meant to help candidates grasp key terms and definitions in preparation for the CMCA examination. Quizlet is free and offers a variety of interactive study methods including flashcards, multiple choice tests, listen and type questions and even games! The quiz tool also keeps record of terms that are

missed to help the user strengthen their knowledge base. Quizlet is suitable for all learning styles as it offers multiple study options depending on user preference.

8. Additional materials

CAMICB will continue to make additional study tools and materials available on the exam prep page at CAMICB.org. Check the website frequently for the newest exam preparation materials.

Successful CMCA candidates make full use of all recommended resources as they prepare for the examination.

The following is a detailed breakdown of subjects covered on the exam and the knowledge required for each subject. Also included is a list of tasks that community association managers perform in order to gain knowledge in the particular subject area.

CMCA EXAMINATION TOPIC AREAS AND KNOWLEDGE

Topic Area/Knowledge
<i>Knowledge of...</i>
Meetings
...the roles of managers, directors, and officers at meetings
...the requirements for different types of meetings
...election procedures
...the basic principles of parliamentary procedures (e.g., Roberts Rules of Order)
...executive/closed sessions (e.g., procedures, when to hold)
...meeting minutes (e.g., format, content, retention)
...the roles and responsibilities of committees/sub-committees (e.g., mandatory, standing, ad hoc)
...meeting procedures
...the right and procedures to recall/remove board member(s)
...the right and procedures to recall/remove officer(s)
...the contents and preparation of board packet/meeting materials
...the contents and preparation of management reports
...the roles and responsibilities of nominating/elections committees
...facilitation techniques
...presentation techniques
Governance, Legal and Ethical Conduct
...the laws and documents that govern an association
...the roles, rights, and responsibilities of the board and officers
...the roles and responsibilities of a manager
...the rights and responsibilities of residents/owners
...due process to enforce rules and architectural guidelines
...board and manager fiduciary responsibilities
...the hierarchy of authority among laws and governing documents
...the sources of authority to make and enforce rules and architectural guidelines
...the need for written policies and procedures
...use restrictions and maintenance responsibilities in the governing documents
...resources for enforcing rules and architectural guidelines
...the types of associations
...basic requirements for occupancy restrictions
...business ethics (e.g., conflict of interest, duty of care, duty of loyalty)
...the basic transition process from developer to owner control
...types, components, and use of board resolutions
...confidentiality and security of documents, records, and communications
...the criteria for developing valid and enforceable rules and guidelines
...laws governing assessment collection
...when to refer issues to legal counsel

Topic Area/Knowledge

Knowledge of...

...foreclosure/debtor laws

Budgets, Reserves, Investments, and Assessments

...how to prepare and use an annual budget

...the laws and governing documents that establish budget requirements

...the roles and responsibilities of the board, officers, committees, and manager in the budget process

...the sources of authority to levy and collect assessments and other amounts due

...basic legal procedures and alternative remedies for collecting delinquent payments

...the use of a reserve study when developing a budget

...the components of a collection policy

...the types and components of budgeting methods (e.g., zero based, historical trend)

...alternative sources to supplement income (e.g., loans, user fees and other income)

...disclosure statements as required by law

...reserve fund reporting

...components, criteria, and composition of reserve studies

...investment duties

...lender guidelines and laws (e.g., transfer of ownership, association loans)

...basic characteristics of investments

...the impact of bad debt on budget analysis and forecasting

Financial Controls

...types and purposes of financial reports and records

...the relationships between and the use of financial reports and records

...the methods for determining the financial health of an association

...the differences between cash, accrual, and modified accrual accounting methods

...audited financial statements

...the components of audit, review, and compilation

...tax filing responsibilities and filing options for associations

...types of financial and accounting controls

Risk Management and Insurance

...insurance coverages and endorsements

...risk management techniques relating to property, liability, financial, and personnel exposures to loss

...insurance requirements for contractors

...the sources of association insurance requirements

...the distinction between the association and individual owner insurance coverage

...requirements for filing insurance applications and claims

...the components of the association's insurance policy

...co-insurance

...insurance deductibles

...types of insurance exclusions (e.g., terrorism, building ordinance, flood, defamation)

...the components of a risk management strategy

Property Maintenance

...the division of maintenance responsibilities between the association and owners

...maintenance requirements for property and equipment

...the types of maintenance programs (i.e., routine, preventive, requested, emergency, scheduled)

Topic Area/Knowledge

Knowledge of...

- ...control procedures for protecting physical assets
- ...laws and requirements pertaining to environmental issues
- ...the relationship between operating, reserves, and capital budgets for maintenance expenditures
- ...work order systems
- ...laws regulating maintenance activities (e.g., permits, inspections)

Contracting

- ...contract negotiation
- ...how to prepare a request for proposal
- ...criteria to determine whether to retain contractors or use association staff
- ...duties, responsibilities, and limitations detailed in the management agreement
- ...methods for resolving contract disputes (e.g., alternative dispute resolution, litigation)
- ...when to use an expert to develop request for proposal/quote specifications
- ...types of contracts (e.g., Time and Materials, Firm Fixed Price)
- ...key contract provisions (e.g., labor, materials, termination, deadlines, performance)
- ...when to have a legal review of a contract
- ...when to have a third party administer a contract
- ...the steps involved in evaluating and comparing bids/quotes
- ...what constitutes a contractual commitment

Human Resources

- ...written personnel/employment policies and procedures
- ...recruiting, screening, selecting, and orienting new employees
- ...written job descriptions (e.g., type, purpose, content)
- ...basic principles of supervision (e.g., training, evaluating, disciplining, mentoring)
- ...employment law (e.g., discrimination, family leave, overtime)
- ...the board's responsibility regarding employment practices

COMMUNITY ASSOCIATION MANAGEMENT JOB TASKS/DUTIES

Job Task/Duty

- Develop and implement calendars (e.g., master, administrative) for meetings, events, maintenance, and contracts
- Organize and maintain association records/files (e.g., contracts, correspondence, owner files, meeting minutes)
- Maintain and distribute specific community information (e.g., list of service providers, physical amenities, operation hours, owner vs. association responsibilities) to residents/owners
- Review and approve association invoices
- Facilitate payment of association invoices
- Process requests for architectural improvements, changes, or variances
- Document, submit, and coordinate insurance claims
- Obtain and maintain current insurance certificates (e.g., workers' compensation, liability) from contractors and subcontractors
- Identify, record, and enforce violations of association governing documents
- Prepare and issue assessment notices
- Enforce collection policies for delinquent accounts

Job Task/Duty

Prepare and submit a board packet/meeting materials (e.g., management report, minutes, financials, contracts and status of action items) prior to a meeting

Prepare and distribute meeting notices (e.g., agendas, proxies, ballots)

Facilitate and provide input at meetings of the membership and the board

Deliver presentations at meetings

Facilitate the preparation and distribution of meeting minutes

Create an action list based on meeting decisions

Implement election procedures for membership meetings

Prepare committee and/or sub-committee charters for approval

Conduct new board member orientation

Identify potential committee members and other volunteers

Assist the board in guiding volunteers

Provide information and guidance to the board as it sets policies and makes decisions

Provide support to committees and/or sub-committees (e.g., answer questions, provide background information on issues)

Provide maintenance recommendations to the board

Serve as liaison between the association/board and professional advisors

Recommend uniform assessment collection policies to the board

Identify qualified accounting practitioners for the association

Recommend investment policies to the board/committees/sub-committees

Educate and advise the board on its fiduciary responsibilities

Advise the association/board in developing the association's rules and regulations, and due process procedures

Advise the board in obtaining and maintaining insurance coverages (e.g., casualty, fidelity, liability, property, D&O, workers' compensation)

Provide feedback to the board on contractor performance

Prepare and/or conduct new resident/owner orientation

Receive, clarify, and respond to maintenance requests from owners

Develop or coordinate the development of maintenance specifications (e.g., schedules, scope)

Respond to resident/owner inquiries

Conduct periodic property inspections

Respond to conflict between residents/owners

Develop and implement safety programs

Develop and update disaster response plan

Develop and implement an emergency maintenance protocol

Develop systems to ensure maintenance needs are documented and completed

Implement maintenance, repair, and replacement programs

Develop and implement information security policies (e.g., protection of client information)

Develop and implement customer service policies

Represent the association to the public, as directed by the board

Provide information as requested by the association's legal counsel

Inform owners of their responsibility to insure their own property

Communicate information regarding association insurance policies and limitations of coverage to owners

Coordinate property valuation to determine insurance needs

Identify areas of potential loss (e.g., property, liability, income, and personnel)

Develop and implement risk management techniques

Job Task/Duty

Recommend association risk management and insurance professionals
Coordinate inspection by risk management professional
Prepare capital and operating budgets
Implement internal financial control procedures
Develop and implement accounts payable/receivable procedures
Analyze and interpret the financial statements and reports and report significant variances from the budget
Manage association operations within the budget
Assist in the development of the reserve study
Assist the board in identifying funding sources for reserve expenditures
Implement the reserve funding model approved by the board
Provide regularly scheduled financial statements and reports to the board and members
Provide the association financial records to the independent auditor and/or accountant
Distribute audited financial statements to the membership and the board
Implement investment policies of the board
Identify investment products
Document transfer of funds
Identify and/or inventory association physical assets
Prepare disclosure statements for sales, leases, or transfers required by governing documents or laws
Identify qualified contractors for the association
Manage work order systems
Prepare specifications for requests for proposal (RFP)
Review contractual provisions (e.g., parties, scope of work, timelines, compensation)
Analyze bids/quotes
Negotiate contracts
Coordinate legal review of contracts
Obtain approval of contracts
Provide contracted services as defined in the management agreement
Confirm completion of contracted work in accordance with bid specifications
Apply contract warranties
Develop, recommend, and/or update job descriptions
Recruit, hire, and/or terminate employees
Establish employee performance objectives, evaluate work performance, and conduct periodic reviews
Supervise employees
Communicate employment policies and laws to employees
Communicate employment policies and laws to the association
Develop, recommend, and implement employee policies
Maintain and retain individual employee files

STRATEGIES FOR TAKING MULTIPLE CHOICE EXAMS

- Think about the amount of time you have for each question. Pace yourself. You have 2.5 hours to complete the 120 questions on the exam. There are 20 trial questions on the exam, and your responses to these questions will not be computed into your score. However, these items are interspersed throughout the exam, so you need to answer every question.
- Read all questions carefully. Skipping over a key word can entirely change the meaning of the question.
- Read all responses thoroughly before choosing an answer. There may be a subtle difference in answers that makes one answer the best choice. If you are having difficulty, compare two answers at a time until you can narrow the answers down to the correct one. There are no trick questions on the exam, but you need to be a careful reader.
- Answer the easy questions first. Do not spend too much time on one question. First answer the questions you know and then go back and try the others.
- When you are not sure, guess. You need to choose an answer for every question. Your score is based on the number of correct answers. Wrong answers are not subtracted from the total.
- Check the number sequence when you turn a page to make sure you did not skip a page.
- Mark your answers on the right spot on the answer sheet. Check carefully to make sure that your answer is in the correct space, particularly if you skipped a question, and that you filled in only one answer to a question.
- Do not worry about a pattern in your responses. The order of test responses was randomly generated so do not change your answers to form or break up a pattern.
- After you have completed the exam, check your answer sheet to ensure that you have done everything correctly (e.g., chose only one answer per question, answered all questions, erased clearly, and left no stray marks).

SAMPLE EXAM QUESTIONS

A. The first resource the manager should consult to determine whether the association is responsible for a particular maintenance obligation is the:

1. deed.
2. governing documents.
3. agreement of sale.
4. board president.
5. association's attorney.

[Answer: 2]

B. In which document(s) would one typically find the voting rights of member owners?

1. federal statutes.
2. board minutes.
3. individual deeds.
4. articles of incorporation.
5. association bylaws.

[Answer: 5]

C. Fidelity insurance provides coverage to ensure that the:

1. board will meet its fiduciary obligations.
2. manager will faithfully follow all document provisions.
3. deductible in the association's insurance policies is reimbursed.
4. association will be covered for shortfalls in the reserve accounts.
5. association will recover any funds lost through employee dishonesty.

[Answer: 5]

D. Which of the following would a condominium unit member's personal insurance policy cover when it is the primary insurance policy?

1. wind damage to the roof of the member's unit.
2. bodily injury due to a slip and fall in the common area in front of the member's unit.
3. bodily injury due to the association using the member's automobile.
4. bodily injury due to a slip and fall within a member's unit.
5. fire damage to the association's unimproved common walls.

[Answer: 4]

E. The requirements of federal law regarding safety in the workplace under the Occupational Safety and Health Act include consideration of all of the following except:

1. determination of the number of employees to do the work.
2. specialized training of employees.
3. safety equipment of the work site.
4. posting of warnings related to work site conditions.
5. reporting of accidents.

[Answer: 1]

SECTION 4: RECERTIFICATION OF YOUR CMCA

MAINTAINING CERTIFICATION RECERTIFICATION

Recertification is an ongoing process designed to promote and demonstrate continued competency in the community association management profession. This competency can be demonstrated through participation in continuing education in the field of community association management by participating in at least 16 hours of continuing education coursework every two years.

Recertification also provides the opportunity for you to reaffirm your commitment to the CMCA Standards of Professional Conduct to your community associations, your employers, your peers, and the millions of people living in community associations.

Recertification allows professional managers to distinguish themselves as an accomplished professional committed to development of your skills and knowledge.

In order to recertify, CMCA's must demonstrate that they continue to be active in the community association industry and provide evidence of satisfactory completion of continuing education. Recertification occurs every two years, either April 1 or October 1, depending upon the original date of certification.

RATIONALE FOR RECERTIFICATION

The Board determined the interval for recertification to be two years. The rationale for the recertification interval is:

1. Community association management is a dynamic profession with best practices and laws affecting the profession changing regularly. The laws that affect community association management and operations may change each year during state legislative sessions. In our research, we have found that it is reasonable to expect certified professionals to obtain information through continuing education opportunities about the changes in the laws and best practices every two years.
2. The interval must be long enough to allow the certified professionals to earn the appropriate credits but short enough to keep the certified professionals motivated to engage in education and training.
3. The recommendation to encourage certificants to educate themselves on industry best practices on a regular, consistent basis so as to avoid long periods of education inactivity.

CONTINUING EDUCATION REQUIREMENTS

Each manager must complete 16 hours of continuing education. Any individual who meets the continuing education requirements to maintain CAI's Association Management Specialist® (AMS®) or Professional Community Association Manager® (PCAM®) designation or the National Association of Housing Cooperative's (NAHC) Registered Cooperative Manager (RCM®) designation,

Florida's Community Association Manager license (CAM), or Nevada's Community Association Manager certificate will satisfy the current CAMICB continuing education requirement. *However, please be advised that you must still submit a completed recertification application every two years.* Your AMS, PCAM, RCM, or CAM active number and a copy of your active certificate must be included with the application.

STATE-SPECIFIC REQUIREMENTS

California has developed detailed and unique laws related to community associations. Community association managers who practice in California must be familiar with a broad range of state-specific laws and regulations pertaining to community associations, so they can serve their client associations effectively.

For a copy of the California Manager Certification Titling Act, please visit CAMICB.org.

California CMCA's are requested to submit Part G in addition to the recertification application.

EARNING CONTINUING EDUCATION CREDITS

Credit hours may be earned only for education that meets either of the following criteria and must be pre-approved by the CAMICB CE Review Committee:

- Education pertains specifically and primarily to community association operations or management.
- Education contributes to the professional development of the CMCA as a community association manager.

"Professional Development" refers to skills and knowledge attained for personal

development and career advancement. For CMCA recertification purposes, professional development encompasses a variety of facilitated learning opportunities, ranging from college degrees and coursework, conferences, professional coaching, community workshops, seminars, symposiums, and webinars. Examples of professional development courses are community association management operations, administration, and legal requirements.

In addition, courses may include accounting, human resources, and public administration. Continuing education courses must be listed on the documentation worksheet required for recertification. Each recertification application and accompanying documentation form will be evaluated to ensure that the course is relevant to the continuing education of a community association manager and that it will enhance the knowledge and/or skills of a community association manager.

Credit for a course may only be submitted one time per recertification cycle. Online learning must be interactive. Interactive coursework is defined as requiring proof of participation.

RECOGNIZED COURSE PROVIDERS

The CAMICB Continuing Education Review Committee has reviewed and approved a list of coursework for CMCA recertification continuing education credit.

Coursework approved by a state regulatory agency for manager licensing requirements will be approved for CMCA recertification continuing education credit.

Community association management company in-house training material must be reviewed and approved by the CAMICB Continuing Education Review Committee. Only one half or eight (8) continuing education credits may be obtained through pre-approved in-house training courses.

CMCA prerequisite coursework is also approved for continuing education. CMCA may not use the coursework to meet both examination eligibility and continuing education requirements. For example, if a CMCA used CAI's M100: The Essentials of Community Association Management as their prerequisite education to sit for the CMCA examination, they may not submit it for CMCA recertification continuing education credit.

CMCAs may submit coursework on their own which has not previously been submitted to CAMICB. The coursework must meet the standard criteria for review and approval as outlined in the [CE Course Provider Application](#). If proposed coursework is judged to meet the criteria set forth, it will be approved for a two-year cycle.

Other ways to earn credits include: local law seminars and local college or university courses pertaining to accounting, business practices, computers, or foreign language. Courses related to buying and selling real estate are not acceptable.

CAMICB calculates CMCA credit on an hour-for-hour basis. Thus, one hour of class attended equals one hour of CMCA credit.

SELF-STUDY CREDITS

Self-study credit must be pre-approved by CAMICB, and is limited to no more than

four hours every two years. The written request should include a description of the course (including outline, syllabus, or summary) and the estimated length of time. Institute of Real Estate Management (IREM) home-study courses are not considered self-study.

TEACHING CREDITS

Teaching a course that relates to community association management can qualify for continuing education credit. Two credits are earned for each class hour the first time the course is taught. When the same course is re-taught, one hour of credit is earned for each class hour.

AUTHORSHIP CREDITS

An article for a regional or national community association publication may qualify for continuing education credit. A copy of the published work along with the total number of words written must be submitted to CAMICB. The determination of the number of hours are as follows:

- 500–1,000 word article: 2 hours
- 1,001–1,500 word article: 3 hours
- 1,500+: 4 hours
- Book or journal: up to 10 hours based on individual analysis

Copies of publications must be submitted within ample time for review prior to the recertification due date.

VERIFICATION OF EARNED CREDITS

CMCAs are responsible for monitoring continuing education status and maintaining the necessary records to substantiate satisfactory compliance with the recertification program.

CAMICB requires certificants to complete and submit a CMCA Recertification Application and supporting documentation

prior to their respective recertification due date in order to maintain the CMCA. Coursework must have been completed within the recertification cycle and proof of attendance must be provided at the time of application.

Acceptable forms of documentation should include specifics about the program, including date, program sponsor, and number of credit hours awarded, and include:

- Completed form provided by CAMICB noting specifics about the continuing education
- Certificates of attendance/completion
- Program agendas
- Invitation or acknowledgement for presentation
- Course outlines
- Copies of articles (for those who author articles)

CAMICB provides a [CE Tracking Worksheet](#) online and in the Recertification Application to assist you in tracking your continuing education. Keep a copy of this handy and fill it out throughout the year as you attend or participate in continuing education programs.

EXTENSION REQUEST

CAMICB allows certificants to petition for extension *no more than once*.

The certificant must petition in writing prior to their recertification date. The written request must address the reason for extension and outline a plan for obtaining the continuing education required. The request should be submitted in writing to CAMICB via email, fax or mail.

CAMICB shall only grant extensions to those who have experienced serious hardship, i.e., illness or injury (person or family member) or any other life-altering event (military service, bankruptcy, birth of a child, divorce, or death). Hardship is not:

- A heavy workload
- No courses in area
- Failure to receive notification of recertification or not knowing recertification date
- Inability to travel for classes (unless certificant has experienced “hardship” indicated above)

CMCAs should not view extensions as standard practice.

The duration of the extension should be one year (one year from recertification date, e.g., recert date of 10/1/15, one-year extension granted until 10/1/16). *A CMCA who is granted a one-year extension is still required to pay the current year’s annual service fee.* In the CMCA’s database record, their recertification date will be updated to reflect the one-year extension (see above).

A confirmation granting the extension will be e-mailed to CMCA indicating the following:

- The recertification deadline date (which is one year after the original recertification date)
- The certification cycle plus one additional year to complete continuing education requirements (e.g., recert date is 10/1/15, candidate receives extension, by 10/1/16 they must have earned 24 hours of continuing education between 10/1/14 and 10/1/16).
- Instruction to pay the current year’s annual service fee

- Instruction to send in a completed recertification application along with proof of the continuing education.

Acceptable forms of proof are:

- Certificates of attendance/completion;
- Agendas;
- Transcripts;
- Sign-in sheets (for in-service training);
- Invitation to present/thank-you for presenting letters (on inviting organization's letterhead);
- Course outlines; and
- Copies of articles (for author credits).

It is the responsibility of the CMCA to meet the time limits of the extension and submit the proper documents. If at the end of the extension period the CMCA has not recertified, their credential will be terminated.

ANNUAL SERVICE FEE

CAMICB requires an annual service fee of \$105 in order to retain the CMCA certification. The fee is paid by either April 1 or October 1, depending on the date of initial certification.

INACTIVE STATUS

In order to maintain your CMCA certification, you must pay the CMCA Annual Service fee of \$105 and recertify by submitting your continuing education every two years. Failure to meet either of the requirements will result in termination of your CMCA certification.

REINSTATEMENT

If your certification is inactive and you wish to have it re-activated, you must complete the reinstatement process. In order to re-instate your CMCA, you must complete the

reinstatement application and submit it along with the non-refundable \$200 reinstatement application fee. Your certification status must not have been expired for more than a period of five (5) years. If your certification status has been inactive for more than five (5) years, you will be required to reapply for the CMCA examination.

A CMCA seeking subsequent reinstatement(s) of a lapsed CMCA credential must complete the application for reinstatement and:

- Retake and pass the CMCA exam. Full application fees and a \$200 reinstatement fee apply.
- **Or:** Submit to the CAMICB office proof of completion of 16 hours of continuing education for each year in which the credential was inactive; submit payment of a \$105 service fee for each year in which the credential was inactive; and submit payment of a \$200 reinstatement fee.

Any CMCA requesting an initial or subsequent reinstatement of the CMCA credential must attest that, during the period in which the credential was inactive, the CMCA:

- Has upheld the CMCA Standards of Professional Conduct; and
- Has not represented himself/herself as an active CMCA.

Once the application is approved, you will be placed into either an April 1 or October 1 cycle depending on the date of application approval. Individuals with an application approval date of January through June will have until the following April 1 to complete sixteen (16) hours of continuing education. Individuals with an application approval

date of July through December will have until the following October 1 to complete sixteen (16) hours of continuing education. (For example, if your reinstatement application is approved 12/6/12, you will have until 10/1/13 to complete the required continuing education). After the successful completion of sixteen (16) hours of continuing education, your recertification will be placed into the normal two-year renewal cycle.

or former CMCA that is or was available to the general public in the online directory at CAMICB.org. This information is limited to the dates between which an individual is or was an active CMCA credential holder.

Should an individual opt out of the online directory, the dates between which the individual held or currently holds the CMCA credential will be provided upon written request to the Board.

CONFIDENTIALITY POLICY

CAMICB may disclose limited information to an employer, regulatory agency, or any other person or entity regarding a current

SECTION 5: FEE SCHEDULE AT-A-GLANCE

Computer Based Examination	\$315
Computer Based Retake Examination	\$150
Paper-and-Pencil Examination	\$365
Paper-and-Pencil Retake Examination	\$150
CMCA Annual Service Fee	\$105
CMCA Reinstatement Fee	\$200

Additional details about the exam can be found in other sections of this Handbook.

All fees are non-refundable and non-transferable.

SECTION 6: CMCA STANDARDS OF PROFESSIONAL CONDUCT

[AND CODE OF CLARIFICATION]

CMCA Standards of Professional Conduct

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 material 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 his/her fiduciary duty.
9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with the terms and conditions of their contractual agreement and 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 CMCA Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA certification by the CAMICB.

For additional information to interpret the CMCA Standards of Professional Conduct, please visit the website or contact the CAMICB office for the CMCA Standards of Professional Conduct Code Clarification document.

These standards are enforced through a process outlined in the CMCA Standards of Professional Conduct Enforcement Procedures. Visit the website or contact the CAMICB office for a copy of the document.

PROCEDURES FOR ENFORCEMENT

I. INTRODUCTION

A. The Community Association Managers International Certification Board (CAMICB) was established as a certification body for the evaluation of individuals who wish to enter, continue, and/or advance in the community association management profession through the certification process. The Board of Commissioners (the Board) was established as the governing body of CAMICB.

B. Those certified (referred to as Certificants) have successfully completed the required certification process, which includes meeting certain educational requirements and passing a certification test verifying professional knowledge. CAMICB Certificants subscribe to Standards of Professional Conduct established by the Board.

C. Successful candidates are granted certification by CAMICB and may hold themselves forth to the public as such. In order to maintain and enhance the credibility of the CAMICB certification program, the Board has adopted these Procedures to allow consumers and others to bring complaints concerning Certificants to the Board. In the event of a violation of the Standards of Professional Conduct, or of other substantive requirements of the certification process by a Certificant, the Board may impose sanctions against the Certificant. The grounds for sanctions under these Procedures are as follows:

1. Conviction of a felony or other crime of moral turpitude under federal or state law in a manner related to the practice of, or qualifications for, professional activity;

2. Gross negligence or willful misconduct in the performance of professional services, or other unethical or unprofessional conduct based on demonstrable violations of the CAMICB Standards of Professional Conduct;
3. Fraud or misrepresentation in the application for or the maintenance of any professional membership, professional accreditation, or other professional recognition or credential; or
4. Loss of a state license required to practice community association management.

D. The Board will make reasonable efforts to ensure that information concerning the availability of the complaint process is available to the public. These Procedures apply to all complaints or inquiries received about a Certificant.

E. It should be emphasized that actions taken under these Procedures do not constitute enforcement of the law, although referral to the appropriate federal, state or local government agencies may be made about a Certificant's conduct in appropriate situations. Individuals bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

F. The Board reserves the right to waive or vary these procedures in any situation where a state or other governmental entity recognizing the certification has additional or conflicting requirements for enforcement.

G. The Board reserves the right to self-initiate complaints.

II. LEADERSHIP

A. Board of Commissioners

1. The Board is responsible for the development and administration of the certification program and for implementation of these procedures. The Board is composed of nine individuals nominated in accordance with the CAMICB By-Laws.
2. The Board elects one of its members to serve as Chair (Chair of the Board) as prescribed in the By-Laws. The Chair of the Board presides at all board meetings and is responsible for ensuring that these Procedures are implemented and followed.
3. The Chair of the Board appoints members of the Professional Conduct and Enforcement Committee.

B. Professional Conduct and Enforcement Committee

1. The Professional Conduct and Enforcement Committee consists of at least three members of the Board, including a Committee Chair as appointed by the Chair of the Board.
2. The Committee is responsible for monitoring the Standards of Professional Conduct and Enforcement Procedures and making recommendations to the Board as appropriate.

C. Complaint Review Panel

1. The Complaint Review Panel (Review Panel) consists of at least twelve members appointed by the Chair of the Board and approved by the Board. Members shall serve for two year, staggered terms. Manager members must be CMCA certificants. Non-manager members will have community association operational

experience and represent approximately one-third of the composition of the Review Panel.

2. The Professional Conduct and Enforcement Committee Chair will serve as the Review Panel Chair. The Panel Chair will rotate investigative and Hearing Panel assignments among the Review Panel members.

D. All Board members, Review Panel members, Staff, and other individuals engaged in investigations or decisions with respect to any complaints under these Procedures shall be indemnified and defended by CAMICB against liability arising from related CAMICB activities to the extent provided by law.

III. COMPLAINTS

A. A complaint must be in writing and signed by the individual(s) bringing the complaint (Complainant). The complaint is to be addressed to the Executive Director of CAMICB and it should indicate specifically what aspects of the Standards of Professional Conduct are in question. In addition, the complaint should include materials that directly support the allegation.

The Executive Director and Review Panel Chair will review the complaint letter.

B. Should both the Executive Director and Review Panel Chair conclude, in their sole discretion, that the submission:

1. contains unreliable or insufficient information, or
2. is patently frivolous or inconsequential, they may determine that the submission does not constitute a valid and actionable complaint that would justify bringing

it before the Review Panel for investigation and a determination of whether there has been a violation of the Standards of Professional Conduct or any other substantive requirements of the certification process. In such cases, the submission is disposed of by notice from the Executive Director to the Complainant.

All such preliminary dispositions by the Executive Director and Review Panel Chair are reported to the Board, the Complainant, and to the Certificant.

The name of the Complaint will be kept confidential unless the Executive Director and the Review Panel Chair agree to release it.

C. If a submission is deemed by either the Review Panel Chair or the Executive Director to be a valid complaint, the Executive Director shall see that written notice is provided to the Certificant whose conduct has been called into question. The Executive Director shall ensure that the Complainant receives notice that the complaint is being reviewed.

D. If a submission is deemed by either the Review Panel Chair or the Executive Director to allege violations only of federal, state, or local law, then any investigation of the complaint may be stayed until a court of competent jurisdiction determines whether a violation has occurred. In this circumstance, the Executive Director will inform the Complainant and Certificant of the stay of action and that the investigation may resume once a court decision is released.

E. The Complainant shall be advised in writing whether the complaint will be investigated further (as outlined in IV below) or dismissed (by the criteria outlined in III(B) above) within forty-five (45) business days of the complaint being received by the Executive Director and Review Panel Chair.

F. If further information is needed, the Investigator will request additional information from the Complainant to substantiate the allegation. The Complainant must provide the information requested within fourteen (14) days of the request. If the information is not provided during this time, the Investigator may recommend closing the investigation to the Review Panel Chair. The Chair will make the decision to close the Investigation.

G. All complaints must be kept confidential by the complainant. CAMICB will maintain confidentiality as outlined in other areas of these procedures.

IV. COMPLAINT INVESTIGATION

A. If the complaint has been deemed by either the Review Panel Chair or the Executive Director to be a valid complaint, and then the steps detailed below will be followed.

B. The Review Panel Chair will appoint one or more members (Investigating Member) of the Review Panel to conduct an investigation. The Investigating Member will investigate and make appropriate determinations with respect to the complaint.

1. The Investigating Member is authorized to conduct an investigation into the specific facts and

circumstances to whatever extent is necessary to clarify, expand, corroborate, or dispute the information provided by the Complainant.

2. The Complainant, the Certificant who is the subject of the investigation, his or her employer, and others may be contacted for additional information with respect to the complaint. The Investigating Member may contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint. The Investigating Member has the discretion to reveal the name of the Complainant, or send the Complaint to the Certificant, if the Investigating Member deems that the investigation will be furthered by so doing.
3. Complainants are required to fulfill requests for additional materials within fourteen (14) business days of request.
4. This investigation may involve requests for additional information, travel, and investigation by telephone or other communications, or whatever steps deemed reasonably appropriate.
5. All investigations will be conducted in confidence, with all written communications sealed and marked "Personal and confidential," as appropriate. The investigations will be conducted objectively, without any indication of prejudice. An investigation may be directed toward any aspect of a complaint that is relevant or potentially relevant.
6. The Review Panel Chair exercises general supervision over all investigations.

7. Participants in the investigation shall be reimbursed for reasonable expenses incurred in connection with their activities.

C. The Investigating Member must prepare a written objective summary of the charges and facts, findings, and a recommendation within forty-five (45) business days of his/her appointment.

If additional time is needed for the investigation, the Investigating Member must provide a written request for an extension of time with justification for the extension to the Review Panel Chair and the Executive Director at least ten (10) business days prior to the recommendation deadline. The recommendation must be one of the following:

1. No further action is required.
 - a. This recommendation is warranted should the complaint be found to be inaccurate or not supported by a preponderance of the evidence to warrant further action by the Review Panel.
 - b. Should the Review Panel Chair and the Executive Director agree with the recommendation, then the Complainant and the Certificant shall be notified in writing. If either disagrees, then Review Panel consideration is required.
2. Review Panel consideration of sanctions

This recommendation is made when a preponderance of the evidence adequately supports the complaint.

V. HEARING PROCESS

A. If the recommendation is for consideration of sanction, the Certificant

shall receive a copy of the Investigating Member's report. The Executive Director will send a copy of that report and the complaint with an indication that either an in-person or a telephonic hearing will be held. The Certificant has thirty (30) business days to respond in writing to the complaint and report.

B. The Review Panel Chair shall appoint a minimum of four additional members from the Review Panel to serve as a hearing panel (Hearing Panel) for this complaint. Those members should have no perceived conflict of interest with the Certificant or Complainant. The Hearing Panel will also include, to the extent possible, a nonmanager member. The Review Panel Chair will be the Hearing Panel Chair.

C. In a case when the Review Panel Chair has convened a hearing against the Investigating Member's recommendation as provided in IV(C) (1) (b), the Review Panel Chair will recuse himself or herself from the Hearing Panel and appoint another Review Panel member to the Hearing Panel. In that case, another Hearing Panel member will be the Hearing Panel Chair.

D. Each member of the Review Panel, the Certificant, and the Complainant shall receive a copy of the complaint, the report of the Investigating Member, and the response from the Certificant.

E. Should the Executive Director determine that the hearing will be telephonic; the Certificant may request a personal appearance before the Hearing Panel within thirty (30) business days of the hearing notice. The Hearing Panel shall first determine whether to grant the request. The Certificant may also waive a hearing,

relying on written submissions (a paper hearing) to the Hearing Panel.

F. In most circumstances, a telephonic hearing or paper hearing, rather than a formal, in-person hearing will be held. If the Certificant waives a hearing, the hearing will be conducted only by the Hearing Panel and will specifically exclude the Investigating Member.

G. Should the Review Panel determine that a telephonic or in-person hearing is appropriate; the Executive Director will arrange such a hearing.

The parties involved may be represented by legal counsel. The hearing shall be conducted by the Review Panel Chair, with presentations made by both the Investigating Member and the Certificant involved. The Complainant may also be present at the hearing but may only speak if permitted by the Hearing Panel Chair. The Hearing Panel Chair and the Hearing Panel members may ask questions of the Investigator, the Certificant, or the Complainant during the hearing. The Investigator and the Certificant will be permitted to question each other or the Complainant during the hearing. Deliberations made by the Hearing Panel will be conducted in the absence of the Investigating Member, the Complainant, and the Certificant.

VI. DETERMINATION OF VIOLATION

A. At the conclusion of the telephonic, paper, or in-person hearing, the Hearing Panel shall reach its conclusion by majority vote. The Hearing Panel's decision will center on whether there has been a violation of the Standards of Professional

Conduct or other substantive requirements of the certification process.

B. Should the Hearing Panel determine by a preponderance of the evidence that there has been a violation; the Hearing Panel shall also determine the appropriate sanctions as provided in VII below. In that case, the Hearing Panel's decision will be sent to Review Panel members and Board members for informational purposes only. The Hearing Panel's decision will also be sent to the Complainant and the Certificant and the Certificant's employer (if applicable). If the Hearing Panel determines that no violation has occurred, the Complaint shall be dismissed with notice to the Certificant, the Certificant's employer (if applicable), any person contacted in the course of the investigation, and the Complainant.

VII. SANCTIONS

A. Any of the following sanctions, or others as deemed appropriate, may be imposed by the Hearing Panel upon a Certificant. The sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

1. public or private written reprimand to the certificant;
2. suspension of the certificant for a designated period;
3. or, revocation of the Certificant's certification.

The Hearing Panel reserves the right to impose a combination of sanctions. If the certification is suspended or revoked, a summary of the determination and the sanction with the Certificant's name will be published by the Board in the CAMICB newsletter.

B. If certification is revoked, any and all certificates or other materials requested by the Board must be returned promptly to CAMICB.

C. Certificants who have had their certification suspended may not reapply for certification for the period of time set by the Hearing Panel. The Hearing Panel reserves the right to impose certain conditions or requirements to be met before reinstatement.

VIII. APPEAL

A. Within thirty (30) business days from receipt of notice of a determination by the Hearing Panel that a certificant has violated the Standards of Professional Conduct, the Certificant may submit a written request for an appeal to the Chair. No formal hearing is necessary, nor personal appearance required. Upon receipt of a request for appeal, the Chair shall appoint a special Appeals Committee consisting of no less than three nor more than five individuals serving on the Board who were not members of the Hearing Panel. No one with any personal involvement or conflict of interest may participate in the appeals process.

B. Until such time as the appeal has been conducted, the Certificant may not use the CMCA certification mark or make any reference to being certified. However, no revocation, suspension, or publication begins until the appeal is completed.

C. The Appeals Committee may only review whether the determination made by the Hearing Panel of a violation of the Standards of Professional Conduct was inappropriate because of:

1. material errors of fact, or

2. failure of the Hearing Panel to conform to published criteria, policies or procedures.

Only facts and conditions up to and including the time of the determination of the Hearing Panel as represented by facts known to the Hearing Panel are considered during appeal.

D. The Appeals Committee shall conduct and complete the appeal within ninety (90) business days after receipt of the request for appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the Certificant and of the Hearing Panel. Submissions are made according to whatever schedule is reasonably established by the Appeals Committee.

E. If the Appeals Committee concurs with the recommendation of the Hearing Panel, the determination and imposition of a sanction shall be promulgated by written notice to the Certificant, the Certificant's employer (if applicable), and the Complainant. The Appeals Committee's decision shall either affirm or overrule the determination made by the Hearing Panel, but shall not address a sanction imposed by the Hearing Panel if the decision is upheld. The decision of the Appeals Committee is final.

IX. REDESIGNATION

A. If a Certificant who is the subject of a complaint voluntarily surrenders his or her Certification at any time during the pendency of a complaint under these procedures, the complaint is dismissed without any further action by the Review Panel or the Board. The entire record is sealed, and the individual may not reapply

for certification by CAMICB. However, the Board may authorize the Chair of the Board to communicate the fact and date of resignation, and the fact and general nature of the complaint that was pending at the time of resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the Certificant's employer and the Complainant(s) shall be notified of the fact and date of resignation and that the Board has dismissed the complaint as a result.

B. If a Certificant who is the subject of a complaint permits the certification to expire during the pendency of the complaint investigation and hearing process, the complaint will be dismissed without further action by the Review Panel or the Board. If, however, the Certificant reapplies for certification, then the investigation shall be reopened and the hearing process continued.

X. RECERTIFICATION

The Board is also responsible for review of the recertification process, under requirements for recertification promulgated by the Board. The Chair of the Board shall appoint a Board sub-committee from members of the Board, which shall review all matters concerning recertification. The Committee will recommend appropriate actions in all situations, for final approval by the Board. An individual who is denied recertification may appeal the decision to the Board, but has no right of formal appeal under the appeal procedures above.

XI. TIMELINE AS SET FORTH IN THESE PROCEDURES

DEADLINE

- Day 1 Complaint Received
- Day 8 Executive Director notifies Complainant that complaint is being reviewed
- Day 8 Executive Director notifies Certificant that a complaint has been filed against them and is being reviewed
- Day 46 Review Panel Chair and Executive Determine if complaint requires an investigation
- Day 46 Review Panel Chair appoints Investigating Member(s), if necessary
- Day 53 Executive Director notify Complainant and Certificant if an Investigation will ensue
- Day 81 Investigating Member(s) must request extension if necessary
- Day 91 Investigating Member(s) written report must be submitted to the Executive Director
- Day 98 Executive Director notify Complainant and Certificant of the results of the Investigation
- Day 128 Complainant must provide response to Executive

Director regarding Investigation results

Hearing

- Day 7 from Hearing Results Executive Director must notify Certificant and Complainant of hearing results
- Day 30 from Hearing Results Appeal must be filed by Complainant

CMCA STANDARDS OF PROFESSIONAL CONDUCT CODE CLARIFICATION

A. AUTHORITY

The Standards derive authority from the Community Association Managers International Certification Board (CAMICB). CAMICB has established these Standards of Professional Conduct for those individuals who hold the Certified Manager of Community Associations (CMCA) certification.

B. DEFINITIONS

The Standards shall apply in any manager-client relationship where the manager receives some form of compensation for professional services offered or provided to the client.

1. Manager – a singular term which shall apply to all of the following persons providing or offering some form of property or financial or administrative or consulting services to one or more clients:
 - a. A single practitioner functioning as a client employee, or
 - b. A single practitioner employed by a firm contracted by one or more clients, or
 - c. A principal or supervisory staff member for a firm which is contracted by one or more clients.

An individual who agrees to abide by the Standards shall also be responsible to see that any person under his/her supervision shall comply with the Standards.

2. Client – a singular term which shall apply to one or more community association properties (condominium, homeowner association, cooperative,

PUD's, PRD's, etc.) and their governing boards. The client may employ the manager directly or be under some form of independent contract with a firm which employs the manager.

C. AMPLIFICATION

The following information and examples are provided by CAMICB to further explain some of the tenets of the Standards of Professional Conduct.

1. To be knowledgeable, act, and encourage clients to act in accordance with state and federal laws which relate to community associations. A manager must be knowledgeable of the laws and govern their actions in accordance with those laws.
2. To be knowledgeable, comply, and encourage clients to comply with the governing documents means to implement policies and procedures in accordance with the documents. An example would be that if the governing documents prohibit fines for owners in violation of the documents, then the manager should not recommend fining as a method to the Client's board.
3. Always be truthful.
4. Any legal advice should be provided to the association by the association attorney. This includes drafting of amendments to the documents, and the interpretation of legal language that affects board actions.
5. Disclosure of any possible conflict of interest is the key factor. For example, a manager (individually or through a company) may have financial interest or contractual arrangement with a service contractor, supplier, or professional firm which is being considered by that manager's client.

Disclosure must be in writing and sufficiently in advance of the selection process to allow full consideration of the possible conflict and any alternatives. The fact that the client may still choose the manager's related entity is not a violation of the Standards, provided ample disclosure was given.

6. CAMICB recommends managers do not accept gifts and/or service-in-kind from vendors and/or contractors of any substantive value. Gifts worth less than \$200 are not viewed as having influence on a manager.
7. Continuing professional education requirements shall be consistent with that manager's professional designation, if any, and the CAMICB recertification requirements. The manager must adhere to the CMCA Standards of Professional Conduct and must be truthful on all certification related applications.
8. A fiduciary duty is defined as a legal or ethical relationship of confidence or trust between two or more parties.
9. While there are many examples of unprofessional behavior, the professional breach must be a material lack of professionalism as opposed to a misunderstanding, difference of opinion, personality conflict or simple human error.
10. Regardless of the details surrounding the separation of the manager and the client, the CMCA must return original records, files and books within a reasonable time to the client.

Original records, files, and books are those items that were given to the manager at the beginning of his/her engagement or were developed by the manager and/or the client

during the period of the manager's engagement. This definition may be further expanded by the management agreement and/or applicable state statutes.

Unless provided in such an agreement or otherwise, the manager has no obligation to provide the client with client-related computerized data unless the client owns the computer and software and such data can be separate from the data and software which are property of the manager. For example, if the manager is a company that maintains homeowner information on its central computer, the manager shall provide a printout of the homeowner information for the client, but need not provide that data via disk or tape. Those items that the manager brought to and used during the engagement, such as operation or procedure manuals, remain the property of the manager. While the manager must return or forward all records, files, and books, he or she may retain photocopies of these key materials that might be necessary for the manager in dealing with post-engagement client-related matters. The manager shall maintain a duty of confidentiality beyond the termination of representation.

D. FUTURE

CAMICB may expand application of these Standards, and CAMICB reserves the right to update, or amend both the CMCA Standards of Professional Conduct and this Clarification Document. Any such revision, updating or amendment shall be promptly promulgated to those who achieve a CMCA and, after due notice, will apply to all CMCA's subject to the Standards.

E. DISCIPLINARY ACTION

After an internal investigation and hearing as provided in CMCA Standards of Professional Conduct Enforcement Procedures Policy, a manager found to be in violation of the standards shall face a

sanction in accordance with the enforcement policies adopted by CAMICB. The extent of such sanction shall be commensurate with the nature, severity, and intent of the violation.

SECTION 7: CMCA PROGRAM POLICIES

CREDENTIAL

Candidates who successfully complete the education and examination requirements prescribed by CAMICB are awarded the credentials of Certified Manager of Community Associations (CMCA). A CMCA in good standing is entitled to:

- Use the CMCA credential after his/her name.
- Use the CMCA title and logo in correspondence, brochures, proposals, business cards, advertisements, and other communications with the public.
- Display the formal certificate issued by CAMICB.
- Use any other certification, trademarks, or materials owned by CAMICB whose non-exclusive use is licensed.

CMCA LOGO USAGE

Managers that have earned the CMCA certification and are currently in good standing with CAMICB have the right to use the approved CMCA logo.

There are three approved configurations of the CMCA logo. Each must always be treated as a single entity, should not be altered in any way, and should not be recreated.

Those managers who have earned the CMCA certification should always use the

initials "CMCA" following their name (e.g., Jane R. Thomas, CMCA®). This is an ideal way to state the achievement in proposals, letters, business cards, bylines, and other circumstances when space does not permit the use of any of the logo iterations. The registered (®) symbol should be used only with the first instance the CMCA initials and the full title "Certified Manager of Community Associations" appear in any publication. It is not necessary to use the symbol with subsequent appearances within the same publication.

SIZE

The initials-only version of the logo should not appear smaller than .75" wide. The version that includes "Certified Manager of Community Associations" (without tagline) should not appear smaller than 1.25" wide. The full-blown logo (with name and tagline) should not appear smaller than 1.5" wide. None of the logo versions should appear larger than 2.75" wide on an 8.5" x 11" page.

COLOR

The logo should always appear in one color only. Approved color applications include all black, all PMS 3015, or all white reversed out of a dark background. Do not place the logo within a box.

ELECTRONIC FILES

Electronic files of CMCA logos are available to CMCA holders in good standing in two formats:

- **EPS file:** Use this file when sending your document to a commercial printer or importing into a page layout application such as QuarkXPress or PageMaker. The logo may look fuzzy in preview, but it will print at a high-quality resolution when sent to a commercial printer or printed to a postscript office printer.
- **TIF file:** Use this file when placing into a word processing application such as Microsoft Word or Excel. Do not enlarge more than 125% or reduce less than 50% for best quality of resolution.

USING THE LOGO ON YOUR WEBSITE

Make it easy for your website visitors to access an abundance of information about the CMCA certification and the Community Association Managers International Certification Board by including a logo link to CAMICB's website on your own website. For web-ready logos and detailed instructions on how to include the links on your website, visit www.camicb.org.

QUESTIONS?

For certification status or authority to use the CMCA logo, contact CAMICB at 1.866.779.CMCA or info@camicb.org.

The CMCA logo is the property of CAMICB and has copyright protection through the U.S. Patent and Trademark Office. Any infringement of the instructions contained herein regarding the use of the logo, print specifications, size, etc. may result in legal action and/or suspension of the CMCA certification.

CHANGE OF ADDRESS

A CMCA credential holder accepts the responsibility to insure that CAMICB has

their full, current, and accurate contact information – including, at a minimum, full and accurate name, preferred physical address, preferred email address, and preferred telephone contact information – is provided to the CAMICB office, updated as required, and reviewed by the CMCA not less than once annually. The responsibility to provide this information to CAMICB rests solely with the credential holder.

Failure to do so may cause you to miss important updates on the CMCA program that could affect your certification. Changes of address should be sent to CAMICB. They must be in writing, but can be sent via letter, fax, or e-mail to info@camicb.org.

WEBSITE

Information regarding CAMICB and the certification program can be found at camicb.org. The exam application, study guide, handbook, retake application, and recertification application can be downloaded from the website, which also contains recertification information, the program overview, and a list of FAQs.

APPLICATION APPEAL

If an application is denied, an applicant may submit an appeal in writing to the CAMICB Board of Commissioners. The appeal will be reviewed by the Board at their next regularly scheduled meeting.

CONFIDENTIALITY POLICY

CAMICB will not release any information regarding a candidate's examination application or examination administration to any employer, regulatory agency, or any other person or entity without written inquiry to the Board. The name and certification status of individuals who have

successfully completed the CMCA examination may be published on the CAMICB web site. CAMICB and HumRRO will discuss score-related matters with the candidate or the candidate's legal representative only.

MEMBERSHIP POLICY

There are no membership requirements to participate in the CMCA certification program.

NON-DISCRIMINATION POLICY

CAMICB does not discriminate against any persons on the basis of race, color, ethnicity, national origin, religion, creed, age, gender, sexual orientation, marital status, medical condition, or physical disability.

PROFESSIONAL PRACTICE POLICY

A CMCA is required to attest that they continue to be active in the community association industry.

RECERTIFICATION PURPOSE AND POLICY

Recertification is an ongoing process designed to promote and demonstrate continued competency in the community association management profession. This competency can be demonstrated through participation in continuing education in the field of community association management by participating in at least 16 hours of continuing education coursework every two years.

Recertification also provides managers the opportunity to reaffirm their commitment to the CMCA Standards of Professional Conduct, to community associations,

employers, peers, and the millions of people living in community associations.

Recertification allows professional managers to distinguish themselves as an accomplished professional committed to development of their skills and knowledge.

To recertify and retain the CMCA certification, a CMCA must:

1. Continue to be active in the community association industry.
2. Satisfy continuing education requirements outlined below.
3. Pay the annual service fee.
4. Complete and submit the Recertification Application.
5. Adhere to the CMCA Standards of Professional Conduct.

RECORD RETENTION POLICY

CAMICB will compile and file records for each candidate and CMCA and will retain the applications as follows:

- New applications will be stored permanently in an electronic manner.
- Recertification and reinstatement applications will be stored for four years and will be destroyed after four years.

REFUND AND WITHDRAWAL POLICY

All fees are non-refundable and non-refundable, without exception.

There is no limit on the number of times a candidate may take the exam. Check the fee schedule for retake costs.

Carefully select your testing date and location. The one-year period of exam eligibility from the date of issuance of the Authorization to Test letter will not be extended.

If you need to reschedule your computer-based testing (CBT) appointment, you must contact Pearson VUE **24 hours** prior to your scheduled appointment. Leaving a message on an answering machine is not an acceptable method of canceling or rescheduling your appointment. Candidates who fail to arrive at the designated appointment time or cancel without required notice will forfeit the testing fee.

REINSTATEMENT POLICY

Individuals wishing to reinstate their CMCA after termination must comply with the following requirements:

- Applicant's certification status must not have been expired for more than a period of five (5) years;
- Applicant must submit a non-refundable and non-transferable \$200 reinstatement application fee;
- Applicant must have continued to comply with the CMCA Standards of Professional Conduct;
- Applicant will have a period of one year to complete 16 hours of continuing education; and
- Applicant will be required to confirm that applicant has not represented him/herself as a CMCA since the termination of certification.

A CMCA seeking subsequent reinstatement(s) of a lapsed CMCA credential must complete the application for reinstatement and:

- Retake and pass the CMCA exam. Full application fees and a \$200 reinstatement fee apply;
- **Or:** Submit to the CAMICB office proof of completion of 16 hours of continuing education for each year in which the

credential was inactive; submit payment of a \$105 service fee for each year in which the credential was inactive; and submit payment of a \$200 reinstatement fee.

Any CMCA requesting an initial or subsequent reinstatement of the CMCA credential must attest that, during the period in which the credential was inactive, the CMCA:

- Has upheld the CMCA Standards of Professional Conduct; and
- Has not represented himself/herself as an active CMCA.

Reinstatement of the CMCA credential is subject to review by the CAMICB Board of Commissioners. Should reinstatement of the CMCA credential be denied for any reason, a CMCA has the right to appeal the denial. The appeal process is outlined in Section 6: Paragraph 8 of this Handbook.

RETIRED CMCA POLICY

Qualified individuals who are retired from the profession and are interested in honoring their years of commitment and service can showcase their credential as CMCA (Ret.). Managers who wish to pursue the CMCA (Ret.) status must:

- be a CMCA in good-standing at the time of application;
- adhere to the CMCA Standards of Professional Conduct; and
- pay the annual \$25 service fee.

CMCA (Ret.) status are exempt from the continuing education requirements; and Retired managers who choose to re-enter the community association industry are required to adhere to the Reinstatement Policy, as set forth in Section 4 of this Handbook or retake the CMCA exam.

SPECIAL ACCOMMODATIONS POLICY

CAMICB abides by all applicable federal and state laws relating to the accommodation of disabled individuals. Requests for special accommodations must be submitted in writing along with the application to test.

Candidates who have requested special testing accommodations from the Board should not schedule an appointment to take the examination until receiving written confirmation of the accommodations.

KNOWLEDGE OF FEDERAL, STATE AND LOCAL LAW

The legislative and regulatory environment for community associations continues to evolve and can change quickly. As noted in

the *CMCA Standards of Professional Conduct*, a CMCA accepts the responsibility to be fully knowledgeable about and to act, and encourage clients to act, in a manner fully in accordance with all federal, state, and local laws and regulations applicable to the management and operations of community associations.

CRIMES OF MORAL TURPITUDE

An individual with a felony conviction for crimes of moral turpitude, including but not limited to crimes of a fiduciary nature such as embezzlement, forgery, fraud, or theft, may be denied eligibility to sit for the CMCA examination, regardless of the length of time which may have passed since conviction.

SECTION 8: APPLICATIONS AND FORMS

All applications and forms are available at CAMICB.org.