CMCA®
CERTIFIED MANAGER OF COMMUNITY ASSOCIATIONS®
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 1,500 community managers, homeowners, and other experienced industry practitioners who have participated over the years in the development of the CMCA. 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 the CMCA examination and the CMCA credential. 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 that 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:

- 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 licenses or credentials you may be eligible 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 certification program 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, an individual demonstrates to members of the profession, the public, association clients, and government authorities that they have a commitment to providing a high level of quality community association management. A manager who holds the CMCA 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 1,500 managers, homeowners, and industry professionals were involved in the program’s development. The Human Resources Research Organization (HumRRO), a professional test development firm, was contracted to manage the examination development process.

STANDARDS AND CERTIFICATION: IMPORTANT TO THE INDUSTRY
Recognized and accepted minimum standards of fundamental knowledge for practice in community association management offer value 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 an assurance to community association homeowners and volunteer boards that the manager has the basic knowledge necessary to effectively manage a community association. The association can have confidence in the knowledge and the ability of the manager because the manager has taken the initiative to complete the stringent requirements for certification.

The CMCA also offers association boards 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 associations to “weed out” candidates who do not have the necessary knowledge or skills to do the job.
The CMCA credential provides evidence that the certificant 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.

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.

CMCA QUALIFICATIONS
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 community association manager license or credential;
- 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.
CANDIDATE AGREEMENT

When applying to take the CMCA examination, the applicant must agree to the following:

I hereby apply for the CMCA credential. I understand that earning this credential depends on the successful completion of specific requirements and that the following policies apply:

1. I have read and understand the information contained in the CMCA Handbook.
2. To the best of my knowledge, the information in this application is correct and complete.
3. I acknowledge that CAMICB reserves the right to verify information on this application.
4. I have read and agree to abide by the CMCA Standards of Professional Conduct. I understand that alleged violations of the Standards, including incorrect, fraudulent or misleading information on this application, may prompt a review under CAMICB administrative procedures.
5. I agree to comply with the certification requirements and to supply any information needed for the assessment as well as any information needed to demonstrate objective compliance with the prerequisite requirements.
6. I acknowledge that the information accrued in the credentialing process may be used for statistical or other purposes by CAMICB. My records will be treated confidentiality, except as otherwise provided by law.
7. I recognize that the CMCA examination questions are the property of CAMICB and will not be available to me outside of a secure testing environment.
8. I will not release confidential examination materials or participate in fraudulent test-taking practices. CAMICB reserves the right to withhold or cancel my scores or revoke certification if there is any evidence of cheating, improper conduct or other irregularities.
9. I acknowledge that CMCA examination fees are nonrefundable and nontransferable. Examination extensions will not be given beyond the one-year period of eligibility to test.
10. I accept the responsibility to provide my current contact information (including full name, mailing address, email address, and telephone number) to the CAMICB office, update it as required, and review it at least once annually. I must inform CAMICB of matters that can affect my capability to continue to fulfill the certification requirements.
11. In the event my CMCA credential is suspended, I will refrain from further promotion of the credential during the period of suspension. In the event of withdrawal or revocation of my CMCA, I will refrain from use of all references to a certified status. I will return any certificates issued by CAMICB if requested.
12. I will not use the CMCA in such a manner as to bring CAMICB into disrepute and may not make any statement regarding the credential which CAMICB considers misleading or unauthorized. I will make claims regarding the CMCA only with respect to the scope for which the CMCA has been granted and will not use the CMCA credential in a misleading manner.
13. At the time of this application, I will disclose any history of felony or misdemeanor conviction for criminal activity including but not limited to crimes of a fiduciary nature such as embezzlement, forgery, fraud, or theft. I will disclose if I have had a license, certification, registration or permit to practice any regulated profession revoked, suspended, relinquished, or withdrawn. I acknowledge that CAMICB reserves the right but not the obligation to review a criminal conviction or professional disciplinary action of any nature, within any timeframe, and to deny eligibility to test.
14. If any circumstance changes my answer to any of the questions on this application, including but not limited to a conviction, entry of a plea of nolo contendere in a felony case, or revocation of a state or professional credential or license, I will notify CAMICB by providing a written statement within 30 days of the event in question.
SECTION 2: TAKING THE CMCA EXAMINATION

EXAMINATION FORMATS
The CMCA examination is offered primarily as a computer-based test. It is also offered in paper-and-pencil format only as a pilot test outside of the United States.

COMPUTER-BASED EXAMINATION
Once your application to sit for the computer based CMCA exam has been approved, an Authorization to Test (ATT) email will be sent to you. You will be given a one-year window to schedule a CMCA exam appointment at a testing center. The ATT includes your authorization start date and deadline date, as well as instructions to schedule your exam appointment. If you do not take your examination within the approved one-year cycle, your testing fee will be forfeited.

You must have received your ATT before you schedule an appointment to take the examination. If you lose your ATT, contact CAMICB at 866.779.CMCA or info@camicb.org to request a new copy. 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.

Minimal computer experience is required. When you arrive to your exam appointment, testing center administrators will put you at ease with step-by-step instructions. The CMCA is a 2.5-hour (150 minute) exam with no scheduled breaks. After completing the exam, Pearson VUE will score your test and you will receive your results immediately on a written feedback report.

SCHEDULING YOUR COMPUTER-BASED EXAMINATION
Your Authorization to Test (ATT) email 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. CAMICB recommends that you 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 available to seat you. If you wait to schedule your appointment until your authorization window is close to expiring, an appointment may not be available prior to the expiration date. If this occurs and you do not take your examination within the approved one-year cycle, you will forfeit your testing fee.
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.

**WHAT TO TAKE TO THE COMPUTER-BASED TESTING CENTER**
You must bring an active government-issued, photo identification (ID) to be admitted to the test administration room. The name on your ID must match the name listed on your Authorization to Test. **If your ID does not meet these requirements, you may be denied entrance to the test center and you may forfeit your testing fee.**

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.

**DIFFICULTIES AT THE TEST CENTER**
On very rare occasions, technical difficulties may be encountered at the testing center. If you experience technical difficulties, notify the testing center administrator 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 adjustments will be made to accommodate candidates.

**COMPUTER-BASED EXAMINATION PROCEDURE**
The test center administrator will give you a brief orientation/overview of the workstation. The examination software includes a calculator, a timer, and a question counter. You will also have the ability to skip and/or flag questions and return at a later time.

**COMPUTER-BASED EXAMINATION RESULTS**
When you have finished with the examination, the test administrator will release your results to you on a written feedback report. Candidates who pass the examination will be certified with the CMCA and a CMCA certificate will be sent to their home address within four to six weeks.

**COMPUTER-BASED EXAMINATION FEES**
Effective July 1, 2022, the cost of the computer-based CMCA exam is $340. This covers the application fee, exam, the first year of certification, and a subscription to Community Association Management Smartbrief. **The fee is non-refundable and non-transferable.**

The fee to retake the computer-based CMCA exam is $150. To retake the exam, candidates must complete and submit the Retake Application and submit the examination fee. **The fee is non-refundable and non-transferable.**
RESCHEDULING THE COMPUTER-BASED EXAMINATION
If you need to reschedule your computer-based testing appointment, you must contact Pearson VUE at least **24 hours** prior to your scheduled appointment. You may reschedule your appointment online at pearsonvue.com/cmca or by calling 888.536.1460. You must reschedule your appointment through Pearson VUE, not CAMICB. Sending an email or leaving a message on an answering machine are not acceptable methods of canceling or rescheduling your appointment.

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

COMPUTER-BASED EXAMINATION ID REQUIREMENTS
You must present an active government-issued photo ID to be admitted to the test administration room. The name on your ID must match the name listed on your Authorization to Test email.

Examples of acceptable forms of government-issued photo ID are:

- valid, unexpired 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.

PAPER-AND-PENCIL EXAMINATION
The CMCA exam is only offered in paper-and-pencil format as a pilot exam outside of the United States. Candidates will receive paper-and-pencil test results six to eight weeks after taking the exam.

PENCIL-AND-PAPER EXAMINATION APPROVAL CONFIRMATION
If you are approved to sit for the CMCA paper-and-pencil examination, an Authorization to Test (ATT) email will be sent to you three weeks prior to your examination date. Contact the exam proctor listed on your ATT to confirm the testing location and time.

If you fail to confirm the time and location of your examination with your proctor and you miss the appointment, your application/testing fees will be forfeited.
**PAPER-AND-PENCIL EXAMINATION RESULTS**
Candidates will receive their examination results via email six to eight weeks after taking the examination. No examination results are released by telephone. Results include a candidate feedback report.

**SCORE REPORTING**
**PAPER-AND-PENCIL EXAMINATION**
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 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 will NOT be counted toward a candidate’s score.

**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 mail.

**REQUESTING SPECIAL TESTING ACCOMMODATIONS**
CAMICB abides by all applicable federal and state statutes relating to the accommodation of disabled individuals. CMCA candidates may request a special testing accommodation by completing the CMCA Testing Accommodation Application, available at camicb.org. All requests for special accommodations must be submitted in writing along with the CMCA Exam Application. Reasonable accommodations, approved by the certification program and required by law, will be provided at no cost to candidates.

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.

Reasonable accommodations are based on:
- the individual's specific request
- the individual’s specific disability
- documentation submitted
- the appropriateness of the request

Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination.
To apply for accommodation(s), the candidate must request a special accommodation on the examination application, and then submit the CMCA Testing Accommodation Application with documentation provided by an appropriate licensed professional which includes a diagnosis of the disability and a recommendation for accommodations. Requests for accommodations for the exam will be reviewed by the Executive Director or designated CAMICB staff who will communicate approved accommodations to the testing company or designated exam proctor.

The Board may, as appropriate, seek legal, medical, or psychological guidance prior to making a determination regarding accommodation. If consultation is required in making a determination of accommodation, that consultation may result in a delay in testing.

RETESTING OF FAILING CANDIDATES
A candidate failing the exam is eligible to retest by submitting a retest application and paying the required fee. There is no mandated waiting period between exam attempts and no cap on the number of attempts in a fixed timeframe.

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.

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.

EXAMINATION SCORING
The CMCA is a criterion-referenced examination, meaning that the passing score is set beforehand and candidate performance 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 standard, or cut-score, to pass the test. The cut-scores represent absolute standards and are determined by CAMICB content experts using psychometrically accepted standard-setting methodology.
EXAMINATION SCORE REPORTING
The CMCA examination is scored by web-based testing software. After completing the CMCA computer-based examination, a candidate receives exam results immediately on a written Candidate Feedback Report. Candidates taking the paper and pencil examination receive their Candidate Feedback Report via email within six to eight weeks of taking the examination. No examination results are given over the telephone or faxed.

The Candidate Feedback Report for passing candidates will indicate a PASS result but will not provide a numerical score. These candidates have met or exceeded the minimum standard for certification.

The Candidate Feedback Report for candidates who do NOT pass will indicate a DID NOT PASS result as well as a numerical score representing their overall performance on the exam. The CMCA examination is scored using a scaled scoring method. Scores are reported on a standardized scale ranging from 100 to 800 points, with the minimum passing score set at 600 points. The reported score represents a conversion of the candidate’s raw score to allow for comparison between different forms of the CMCA examination and among various testing populations. The use of a scaled score promotes consistency in reporting passing standards by accounting for the difficulty level of the examination form. The same level of performance is required to meet the scaled passing score of 600 regardless of which form of the examination a candidate takes. The scaled score is intended to help candidates understand how far away they are from the passing score. The scaled score does not represent the percentage of questions answered correctly and should not be interpreted in this manner.

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.
SECTION 3: CMCA EXAMINATION CONTENT AND STUDY MATERIALS

OVERVIEW OF THE EXAM DEVELOPMENT PROCESS
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 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 measure changes in 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 a community 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.

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

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 tested on the exam.

STUDY MATERIALS

CAMICB encourages candidates to devote at least 6-8 weeks to focused preparation prior to sitting for the CMCA examination. There are several exam preparation materials available from camicb.org. Note: Purchase of the preparation materials is not required in order to become eligible to sit for the examination and does not guarantee a passing score on the exam.

1. **CMCA Handbook**

The CMCA Handbook provides information on the CMCA application process as well as a detailed outline of the examination content. Applicants are required to read the Handbook in its entirety prior to applying to sit for the CMCA examination. The Handbook is available as a free electronic download.

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 Guides for Association Practitioners (GAP) cover industry standards and best practices for a wide variety of topics facing community association managers. The series is available for purchase online from the CAI bookstore.

5. **Prerequisite course manual**
   Candidates should study the manual from their prerequisite course, if applicable. 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 online at [camicb.org](http://camicb.org). The online 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 Preparation page at [camicb.org](http://camicb.org). Check the website frequently for the newest exam preparation materials.
CMCA EXAMINATION TOPIC AREAS AND KNOWLEDGE

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.

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

**Knowledge of...**

- ...laws governing assessment collection
- ...when to refer issues to legal counsel
- ...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)
<table>
<thead>
<tr>
<th><strong>Topic Area/Knowledge</strong></th>
<th><strong>Knowledge of...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Property Maintenance</strong></td>
<td>...the components of a risk management strategy</td>
</tr>
<tr>
<td></td>
<td>...the division of maintenance responsibilities between the association and owners</td>
</tr>
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<td></td>
<td>...maintenance requirements for property and equipment</td>
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<td>...the types of maintenance programs (i.e., routine, preventive, requested, emergency, scheduled)</td>
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<td>...control procedures for protecting physical assets</td>
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<td></td>
<td>...laws and requirements pertaining to environmental issues</td>
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<tr>
<td></td>
<td>...the relationship between operating, reserves, and capital budgets for maintenance expenditures</td>
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<td></td>
<td>...work order systems</td>
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<td></td>
<td>...laws regulating maintenance activities (e.g., permits, inspections)</td>
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<tr>
<td><strong>Contracting</strong></td>
<td>...contract negotiation</td>
</tr>
<tr>
<td></td>
<td>...how to prepare a request for proposal</td>
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<tr>
<td></td>
<td>...criteria to determine whether to retain contractors or use association staff</td>
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<td></td>
<td>...duties, responsibilities, and limitations detailed in the management agreement</td>
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<td>...methods for resolving contract disputes (e.g., alternative dispute resolution, litigation)</td>
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<td></td>
<td>...when to use an expert to develop request for proposal/quote specifications</td>
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<td></td>
<td>...types of contracts (e.g., Time and Materials, Firm Fixed Price)</td>
</tr>
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<td></td>
<td>...key contract provisions (e.g., labor, materials, termination, deadlines, performance)</td>
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<td></td>
<td>...when to have a legal review of a contract</td>
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<td>...when to have a third party administer a contract</td>
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<td></td>
<td>...the steps involved in evaluating and comparing bids/quotes</td>
</tr>
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<td></td>
<td>...what constitutes a contractual commitment</td>
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<tr>
<td><strong>Human Resources</strong></td>
<td>...written personnel/employment policies and procedures</td>
</tr>
<tr>
<td></td>
<td>...recruiting, screening, selecting, and orienting new employees</td>
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<td></td>
<td>...written job descriptions (e.g., type, purpose, content)</td>
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<td></td>
<td>...basic principles of supervision (e.g., training, evaluating, disciplining, mentoring)</td>
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<td></td>
<td>...employment law (e.g., discrimination, family leave, overtime)</td>
</tr>
<tr>
<td></td>
<td>...the board’s responsibility regarding employment practices</td>
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</tbody>
</table>
**COMMUNITY ASSOCIATION MANAGEMENT JOB TASKS/DUTIES**

<table>
<thead>
<tr>
<th>Job Task/Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and implement calendars (e.g., master, administrative) for meetings, events, maintenance, and contracts</td>
</tr>
<tr>
<td>Organize and maintain association records/files (e.g., contracts, correspondence, owner files, meeting minutes)</td>
</tr>
<tr>
<td>Maintain and distribute specific community information (e.g., list of service providers, physical amenities, operation hours, owner vs. association responsibilities) to residents/owners</td>
</tr>
<tr>
<td>Review and approve association invoices</td>
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<tr>
<td>Facilitate payment of association invoices</td>
</tr>
<tr>
<td>Process requests for architectural improvements, changes, or variances</td>
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<tr>
<td>Document, submit, and coordinate insurance claims</td>
</tr>
<tr>
<td>Obtain and maintain current insurance certificates (e.g., workers’ compensation, liability) from contractors and subcontractors</td>
</tr>
<tr>
<td>Identify, record, and enforce violations of association governing documents</td>
</tr>
<tr>
<td>Prepare and issue assessment notices</td>
</tr>
<tr>
<td>Enforce collection policies for delinquent accounts</td>
</tr>
<tr>
<td>Prepare and submit a board packet/meeting materials (e.g., management report, minutes, financials, contracts and status of action items) prior to a meeting</td>
</tr>
<tr>
<td>Prepare and distribute meeting notices (e.g., agendas, proxies, ballots)</td>
</tr>
<tr>
<td>Facilitate and provide input at meetings of the membership and the board</td>
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<tr>
<td>Deliver presentations at meetings</td>
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<tr>
<td>Facilitate the preparation and distribution of meeting minutes</td>
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<tr>
<td>Create an action list based on meeting decisions</td>
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<tr>
<td>Implement election procedures for membership meetings</td>
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<tr>
<td>Prepare committee and/or sub-committee charters for approval</td>
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<tr>
<td>Conduct new board member orientation</td>
</tr>
<tr>
<td>Identify potential committee members and other volunteers</td>
</tr>
<tr>
<td>Assist the board in guiding volunteers</td>
</tr>
<tr>
<td>Provide information and guidance to the board as it sets policies and makes decisions</td>
</tr>
<tr>
<td>Provide support to committees and/or sub-committees (e.g., answer questions, provide background information on issues)</td>
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<tr>
<td>Provide maintenance recommendations to the board</td>
</tr>
<tr>
<td>Serve as liaison between the association/board and professional advisors</td>
</tr>
<tr>
<td>Recommend uniform assessment collection policies to the board</td>
</tr>
<tr>
<td>Identify qualified accounting practitioners for the association</td>
</tr>
<tr>
<td>Recommend investment policies to the board/committees/sub-committees</td>
</tr>
<tr>
<td>Educate and advise the board on its fiduciary responsibilities</td>
</tr>
<tr>
<td>Advise the association/board in developing the association’s rules and regulations, and due process procedures</td>
</tr>
<tr>
<td>Advise the board in obtaining and maintaining insurance coverages (e.g., casualty, fidelity, liability, property, D&amp;O, workers’ compensation)</td>
</tr>
<tr>
<td>Provide feedback to the board on contractor performance</td>
</tr>
<tr>
<td>Prepare and/or conduct new resident/owner orientation</td>
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</tbody>
</table>
### Job Task/Duty

- 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
- 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
<table>
<thead>
<tr>
<th><strong>Job Task/Duty</strong></th>
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<tbody>
<tr>
<td>Negotiate contracts</td>
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<tr>
<td>Coordinate legal review of contracts</td>
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<tr>
<td>Obtain approval of contracts</td>
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<tr>
<td>Provide contracted services as defined in the management agreement</td>
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<tr>
<td>Confirm completion of contracted work in accordance with bid specifications</td>
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<tr>
<td>Apply contract warranties</td>
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<tr>
<td>Develop, recommend, and/or update job descriptions</td>
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<tr>
<td>Recruit, hire, and/or terminate employees</td>
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<tr>
<td>Establish employee performance objectives, evaluate work performance, and conduct periodic reviews</td>
</tr>
<tr>
<td>Supervise employees</td>
</tr>
<tr>
<td>Communicate employment policies and laws to employees</td>
</tr>
<tr>
<td>Communicate employment policies and laws to the association</td>
</tr>
<tr>
<td>Develop, recommend, and implement employee policies</td>
</tr>
<tr>
<td>Maintain and retain individual employee files</td>
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</table>
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 pilot 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. Flag questions you do not know the answer to and revisit them at the end.
• 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.
• If you are taking the paper-and-pencil exam, check the number sequence when you turn a page to make sure you did not skip a page.
• If you are taking the paper-and-pencil exam, 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 bubble per 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.
• If you are taking the paper-and-pencil exam, check your answers at the end of the test time 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

1. The first resource the manager should consult to determine whether the association is responsible for a particular maintenance obligation is the:
   a. deed.
   b. governing documents.
   c. agreement of sale.
   d. board president.

   [Answer: b]

2. In which document(s) would one typically find the voting rights of member owners?
   a. federal statutes.
   b. board minutes.
   c. articles of incorporation.
   d. association bylaws.

   [Answer: d]

3. Fidelity insurance provides coverage to ensure that the:
   a. board will meet its fiduciary obligations.
   b. manager will faithfully follow all document provisions.
   c. association will be covered for shortfalls in the reserve accounts.
   d. association will recover any funds lost through employee dishonesty.

   [Answer: d]

4. Which of the following would a condominium unit member’s personal insurance policy cover when it is the primary insurance policy?
   a. bodily injury due to a slip and fall in the common area in front of the member’s unit.
   b. bodily injury due to the association using the member’s automobile.
   c. bodily injury due to a slip and fall within a member’s unit.
   d. fire damage to the association’s unimproved common walls.

   [Answer: c]

5. The requirements of U.S. federal law regarding safety in the workplace under the Occupational Safety and Health Act include consideration of all of the following except:
   a. determination of the number of employees to do the work.
   b. specialized training of employees.
   c. safety equipment of the work site.
   d. posting of warnings related to work site conditions.

   [Answer: a]
SECTION 4: RECERTIFICATION OF YOUR CMCA

MAINTAINING CERTIFICATION
Recertification is an ongoing process designed to demonstrate continued competency in the community association management profession. This competency can be demonstrated 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. This is important to community association boards, management companies, your peers, and the millions of people living in community associations.

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

In order to recertify, CMCAs must demonstrate that they continue to be active in the community association industry and provide evidence of satisfactory completion of continuing education requirements. Recertification is required once every two years, either on 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. 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 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. Certificants are encouraged to educate themselves on industry best practices on a regular, consistent basis to avoid long periods of education inactivity.

CONTINUING EDUCATION REQUIREMENTS
Each manager must complete 16 hours of continuing education every two years. Any individual who meets the continuing education requirements associated with an approved license or credential will satisfy the current CAMICB continuing education requirement. However, please
be advised that you must still submit a completed CMCA recertification application every two years.

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.

California CMCAs 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 has been pre-approved by the CAMICB Continuing Education Review Committee and that meets either of the following criteria:

- 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 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 eight continuing education credits may be obtained through pre-approved in-house training courses.

CMCA prerequisite coursework is also approved for continuing education. CMCAs may not use the coursework to meet both examination eligibility and continuing education requirements. For example, if an individual used CAI’s M100: The Essentials of Community Association Management course to fulfill the prerequisite requirement to sit for the CMCA examination, they may not submit it for CMCA recertification continuing education credit.

CMCAs may request pre-approval for coursework which has not previously been approved by 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 to be granted self-study credit 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
Writing 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 with 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 prior to their recertification due date to maintain the CMCA. Within the Recertification Application, certificants must list the coursework that they have completed to fulfill the 16-hour continuing education requirement. Coursework must have been completed within the recertification cycle.

The recertification application should include specifics about the program, including date, program sponsor, and number of credit hours awarded.

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

**AUDIT POLICY**

CAMICB performs an audit on two percent of recertification applications twice a year. Credential holders may be required to submit substantiating documentation for completed coursework. Credential holders will be notified by CAMICB and are to provide documentation within 30 days of request.

Acceptable forms of proof of attendance include:

- Certificates of attendance/completion
- Program agendas
- Transcripts
- Sign-in sheets (for in-service training)
- Invitation to present/thank-you for presenting letters (on inviting organization’s letterhead)
- Course outlines
- Copies of articles (for author credits)
ANNUAL SERVICE FEE
Effective July 1, 2022, certificants must pay an annual service fee of $125 to retain the CMCA credential. The fee is paid by either April 1 or October 1, depending on the initial date of certification.

INACTIVE STATUS
To maintain the CMCA certification, certificants must pay the CMCA Annual Service fee of $125 and recertify the credential every two years. Failure to meet either of the requirements will result in termination of the CMCA credential.

GRACE PERIOD FOR PROCESSING RENEWAL MATERIALS
Certificants are to pay the annual service fee and submit their recertification materials (if applicable) by their published renewal cycle deadline (April 1 or October 1).

Knowing the time required to process the volume of payments and recertification documentation and the challenges around reliable delivery of submissions, CAMICB may initiate a 10-week grace period following a renewal deadline. CAMICB will not terminate CMCA credentials during the grace period.

Certificants who do not submit the required materials by their deadline are considered delinquent. Delinquent certificants will be sent an email six weeks after the deadline date warning the certificant of the termination of their credential at the end of the grace period. Delinquent certificants may submit payment and recertification materials during the grace period. After the grace period has lapsed, delinquent certificants will be sent a termination notice by postal mail and email.

Please note: CAMICB expects certificants to pay the annual service fee and submit their recertification materials (if applicable) by their published cycle deadline. Certificants should not view the processing period as a deadline extension.

CAMICB will terminate the credential of any certificant who does not complete the renewal requirements at the end of the grace period. Individuals wanting to reinstate the certification will be required to comply with the reinstatement policies of the CMCA Handbook.

Certificants who require an extension to renew or recertify their CMCA credential may request one following the procedures laid out in the Extension Request section.

EXTENSION REQUEST
CAMICB allows certificants to petition for an extension of their recertification deadline 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 at info@camicb.org.

**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)

**Certificants should not view extensions as standard practice.**

The duration of the extension should be one year (one year from recertification date, e.g., for a recert date of 10/1/22, a one-year extension is granted until 10/1/23). **A CMCA who is granted a one-year extension is still required to pay the current year’s annual service fee.**

A confirmation granting the extension will be emailed to the certificant indicating the following:

- The new recertification deadline date (which is one year after the original recertification date)
- The certification cycle plus one additional year to complete continuing education requirements
- 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.

**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 certificant has not met the recertification and continuing education requirements, their CMCA will be terminated.

**REINSTATEMENT**

An individual wishing to re-activate their terminated CMCA must complete the reinstatement process. Reinstatement may only be granted for a CMCA that has been inactive for less than five years. A certificant who wishes to regain the CMCA after their credential has been inactive for more than five years must re-take and pass the CMCA examination. Full application fees apply.
A certificant seeking reinstatement for the first time must submit a completed CMCA Reinstatement Application and payment of the $200 reinstatement fee.

A certificant seeking reinstatement of a lapsed CMCA credential for the second time or beyond must complete more rigorous requirements to regain the credential. A certificant seeking subsequent reinstatement may choose from two options:

1) Re-take and pass the CMCA exam. Full application fees apply. Or,
2) Submit a CMCA Reinstatement Application with the following components:
   • Proof of completion of 16 hours of approved continuing education for EACH year in which the credential was inactive;
   • Payment of the $125 annual service fee for EACH year in which the credential was inactive; and,
   • Payment of the $200 reinstatement fee.

As a part of the CMCA Reinstatement Application, the certificant must attest that, during the period in which the credential was inactive, the certificant 1) has continued to uphold the CMCA Standards of Professional Conduct and 2) has not represented themselves as an active CMCA during the period of inactivity.

Reinstatement of the CMCA credential is subject to review by the CAMICB Board of Commissioners. The Board reserves the right to review a conviction within any timeframe, and to deny eligibility to reinstate based on that conviction. Should reinstatement of the CMCA credential be denied for any reason, the certificant has the right to appeal the denial. The appeal process is outlined in the CMCA Handbook.

Once the reinstatement application is approved, the certificant will be placed into either an April 1 or October 1 recertification cycle depending on the date of application approval. Certificants with a reinstatement approval date of January through June will have until the following April 1 to complete sixteen (16) hours of continuing education. Certificants with a reinstatement approval date of July through December will have until the following October 1 to complete sixteen (16) hours of continuing education. After the successful completion of sixteen (16) hours of continuing education, the certificant will be placed into the normal two-year renewal cycle.
SECTION 5: FEE SCHEDULE AT-A-GLANCE

Computer-Based Examination $340*
Computer-Based Retake Examination $150
CMCA Annual Service Fee $125*
CMCA Reinstatement Fee $200

All fees are non-refundable and non-transferable.

*Effective July 1, 2022
SECTION 6: CMCA STANDARDS OF PROFESSIONAL CONDUCT

CMCA STANDARDS OF PROFESSIONAL CONDUCT
(Revised September 2019)

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

1. Be knowledgeable, act, and encourage clients to act in accordance with any and all federal, state, and local laws applicable to community association management and operations.
2. Be knowledgeable, comply and encourage clients to comply with the applicable governing documents, policies and procedures of the Client Association(s) to the extent permitted by that Client.
3. Not knowingly misrepresent materials facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
4. Not provide legal advice to Client Association(s) or any of its members, or otherwise engage in the unlicensed practice of law.
5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
6. Refuse to accept any form of gratuity or other remuneration from individuals or companies that could be viewed as an improper inducement to influence the manager.
7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
8. Not breach 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 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 credential by CAMICB.

For additional information to interpret the CMCA Standards of Professional Conduct, please visit camicb.org 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 camicb.org or contact the CAMICB office for a copy of the document.
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. The breach must be an egregious and material lack of due diligence 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 CMCAs 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

CMCA CREDENTIAL
Candidates who successfully complete the education and examination requirements prescribed by CAMICB are awarded the Certified Manager of Community Associations (CMCA) credential. 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.

USE OF CERTIFICATION MARK
The CMCA certification mark is the property of CAMICB and authorization to use the mark is granted only with the permission of the Board.

The credential awarded by the Board may be used by individuals who have earned the credential as long as the credential remains valid and in good standing. Individuals may not use the credential until they have received specific written notification that they have successfully completed all requirements, including passing the exam(s). Certificants must comply with all recertification requirements to maintain use of the credential.

PROPER USE OF CREDENTIALS
After meeting all eligibility requirements and passing the examination, individuals may use the CMCA credential in all correspondence and professional relations. The credential is typically used after the certificant’s name following any academic degrees and licensure (e.g. Mary Smith, Ph.D., CMCA or Mary Smith, CMCA.)

The certification mark(s) may be used only as long as certification is valid.

All certificates will include a statement that the certificate is the sole property of the Board and must be returned upon request. When disciplinary actions result in the revocation of an individual’s credential, the Board will require the return of any certificates issued.

Use of the certification mark in any way considered by the Board as misleading, unauthorized, or disreputable is prohibited. The certification mark cannot be used to state or imply that the Board and/or CAMICB has recommended or endorsed an individual’s business or services.
MONITORING USE OF THE CERTIFICATION MARK
The CAMICB staff will monitor use of the CMCA certification mark by conducting a periodic audit of individuals with expired, suspended, or revoked certification.

If a violation is discovered through the audit process, the Executive Director or designated staff and contact the individual to inform them of the violation. If the individual continues to misuse the mark, CAMICB may take disciplinary action.

DIGITAL BADGE
The CMCA digital badge is an online representation of the CMCA credential, consisting of an image and metadata linked specifically to the credential holder. Digital badges can be used in email signatures, personal websites, digital resumes, and on social media sites such as LinkedIn, Facebook, and Twitter. Unlike a paper certificate, a single click on a digital badge will reveal a detailed description of the specific knowledge and skills required to earn it. For more information, visit camicb.org.

QUESTIONS?
For certification status or authority to use the CMCA logo, contact CAMICB at 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 certificant accepts the responsibility to ensure 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. This information should be provided to the CAMICB office, updated as required, and reviewed by the certificant not less than once annually. The responsibility to provide this information to CAMICB rests solely with the certificant. Failure to update contact information may lead to missing important updates on the CMCA program that could affect certification. Changes of address must be sent to CAMICB in writing.

WEBSITE
Information regarding CAMICB and the CMCA certification program can be found at camicb.org. The exam application, retake application, study guide, handbook, and recertification application can be downloaded from the website.
APPEAL OF ADVERSE CERTIFICATION DECISIONS
A candidate whose eligibility for initial certification, reinstatement, or recertification has been denied may request reconsideration of the decision. The request for reconsideration must be submitted in writing. The request for reconsideration should state the reason(s) the candidate is eligible and complies with the published requirements.

Candidates with complaints about the examination processes or their experience at the testing center should utilize the comment area(s) during the exam. Complaints may also be directed to the Executive Director.

Reconsideration requests regarding examination content are not accepted.

Candidates who fail the exam and believe irregular testing conditions, significant technical problems, or violation of Board policy may have contributed to the result may file a request for reconsideration to the Board. All reconsideration requests must be made in writing and postmarked or emailed no later than 30 days after the exam score report was issued. The request must be submitted in writing and must describe the contributing testing conditions, technical problems, or policy violation.

CONFIDENTIALITY POLICY
CAMICB may disclose limited information to an employer, regulatory agency, or any other person or entity regarding a current or former CMCA certificant that is or was available to the general public in the online Directory of Credentialed Professionals at camicb.org. This information is limited to the dates between which an individual is or was an active CMCA certificant.

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.

CAMICB will not release any information regarding a candidate’s examination application or examination administration unless it is authorized in writing by the individual or required by law. CAMICB will discuss exam result-related matters with the candidate only.

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

NONDISCRIMINATION AND FAIRNESS POLICY
CAMICB adheres to principles of fairness and due process and endorses the principles of equal opportunity. CAMICB, the Board, and any selected testing vendor(s) do not discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion,
disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All applicants/candidates for certification will be judged solely on the published eligibility and recertification criteria determined by the Board.

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

RECORD RETENTION POLICY
CAMICB will compile and file records for each candidate and certificant and will retain the records as follows:
- Completed exam applications will be stored permanently in an electronic manner.
- Incomplete exam applications will be stored for six months. After six months the incomplete applications will be destroyed.
- Recertification and reinstatement applications will be stored permanently in an electronic manner.

REFUND POLICY
All fees are non-refundable and non-transferable, without exception.

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

CMCA (Ret.) are exempt from the continuing education requirements. 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 to retake and the CMCA exam. Full application fees apply.

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
The Board of Commissioners recognizes the degree of trust placed in a credentialed community association manager by homeowners, as well as the unique position the manager occupies in a common interest community. The Board reserves the right to review a conviction of any nature, within any timeframe, and to deny eligibility to test or recertify.