



HANDBOOK

SETTING THE STANDARD FOR COMMUNITY
ASSOCIATION MANAGERS WORLDWIDE

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LETTER FROM THE EXECUTIVE DIRECTOR

Dear CMCA Community,

Whether you are beginning your journey towards certification or are a seasoned professional upholding the standards of the CMCA, your commitment to excellence in community association management is what brings us together.

As the executive director of the Community Association Managers International Certification Board (CAMICB), I am honored to welcome you to the Certified Manager of Community Associations (CMCA®) program. Established in 1995, CAMICB has been a beacon of professionalism and excellence, thanks to the contributions and dedication of professionals like you.

This Handbook is a comprehensive resource designed to guide aspiring CMCA's and serve as an invaluable reference for our credential holders. It covers essential policies, professional practices, and key information vital for both exam preparation and ongoing professional development.

I encourage you to make the most of this Handbook and the resources CAMICB offers. For any support or queries, feel free to reach out to us at 866.779.CMCA or info@camicb.org.

Your dedication to this field is what shapes our community and sets the standard for excellence. Wishing you success in all your endeavors.

Very truly yours,



Matthew Green, CAE
Executive Director

NOTICE OF UPDATED CMCA EXAM CONTENT OUTLINE

COMING DECEMBER 2024

Starting in December 2024, the CMCA exam will feature a revised content outline. This update introduces a new distribution and emphasis of knowledge domains, reflecting the latest trends and needs in community association management.

Here is a simple comparison between the current and future content outline:

Current CMCA Content Outline	
Knowledge Domain	Weight
Governance, Legal and Ethical Conduct	23%
Budgets, Reserves, Investments, and Assessments	15%
Contracting	13%
Financial Controls	11%
Risk Management and Insurance	11%
Property Maintenance	11%
Meetings	10%
Human Resources	6%
Total	100%

Future CMCA Content Outline <i>(As of December 2024)</i>	
Knowledge Domain	Weight
Governance and Compliance	23%
Financial Management	20%
Meetings and Events	18%
Risk Management	15%
Property Maintenance	14%
Contracting	10%
Total	100%

WHAT THIS MEANS FOR YOU

- For exams scheduled before December 2024, continue to use the 'CMCA Study Guide, Current Content Outline.'
- For exams from December 2024 onwards, prepare with the 'CMCA Study Guide, Updated Content Outline.'

Both versions of the study guide offer comprehensive preparation material. The distinction is one aligns with the current exam format, and the other with the revised format effective from December 2024. This ensures that you have access to the most relevant and updated preparation material for your specific exam date.

YOUR NEXT STEPS

Refer to the study guide that corresponds to your exam date for further details on the exam content outline.

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 enhance the community association management profession and protect homeowners living in community associations by recognizing people who have demonstrated a thorough understanding of the profession's defined body of knowledge.

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 confidentially, 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 given in the Authorization to Test letter for the computer-based format begins the date the application is accepted and 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

The Certified Manager of Community Associations (CMCA) is a standardized multiple-choice examination evaluating knowledge across critical areas of community association management. These domains are weighted by relative importance, with larger percentages indicating more items related to that topic on the exam. Each domain includes statements describing essential tasks and knowledge concepts for effective performance as a community association manager. Exam items gauge the knowledge outlined in these statements.

The 2.5-hour exam comprises 120 questions: 100 scored and 20 unscored pilot-test items. Pilot items have no bearing on the candidate’s score; CAMICB includes them to gather statistical data on their effectiveness before potentially incorporating them as scored items in future exams. Each question contains four response options, only one of which is the correct or best answer. You will be asked to select the correct or best answer from these options.

In December 2024, the CMCA exam will undergo significant updates to its content outline. These changes are designed to align the exam with the evolving practices and requirements of community association management. As a result, candidates will encounter a revised distribution of topics and a refreshed emphasis on certain knowledge domains.

Here is a simple comparison between the current and future content outline:

Current CMCA Content Outline		Future CMCA Content Outline <i>(As of December 2024)</i>	
Knowledge Domain	Weight	Knowledge Domain	Weight
Governance, Legal and Ethical Conduct	23%	Governance and Compliance	23%
Budgets, Reserves, Investments, and Assessments	15%	Financial Management	20%
Contracting	13%	Meetings and Events	18%
Financial Controls	11%	Risk Management	15%
Risk Management and Insurance	11%	Property Maintenance	14%
Property Maintenance	11%	Contracting	10%
Meetings	10%	Total	100%
Human Resources	6%		
Total	100%		

Refer to the CMCA Study Guide for a full copy of the exam content outline, as well as detailed information about the upcoming changes and a description of exam preparation resources. This year, two versions of the CMCA Study Guide are available for your use:

- **CMCA Study Guide, Current Content Outline** *(In use until December 2024)*
- **CMCA Study Guide, Updated Content Outline** *(Effective December 2024)*

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, CMCA's 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 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 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. CMCA's 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.

CMCA's 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.

VOLUNTEER SERVICE HOUR CREDITS

Credit hours may be earned for volunteer service to organizations whose mission pertains to advancing community associations or the management profession. Credit hours may also be granted for advocacy work to support community associations and management professionals, such as providing official testimony or analysis on legislation or regulation (lobbying is not included) or other volunteer activities concerning the operations of a community association, such as the voluntary service on a board of a community association. Credential holders cannot receive compensation for any activities for which they request credits. CAMICB must approve the organization and service hours before a credential holder submits their recertification application.

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)

Acceptable forms of proof of volunteer service hours include:

- Meeting minutes indicating your attendance and participation
- Board/committee member roster or other documentation that includes your name
- HOA newsletter listing your participation on the board
- Board training records listing your participation

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.

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 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 their fiduciary duty.
9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with local, state and federal laws.
10. Recognize the original records, files and books held by the manager are the property of the Client Associations to be returned to the Client at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients.

A violation of any of these 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 their 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 their 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

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 their 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 shall 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.