



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 earning and maintaining the CMCA.

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 on December 9, 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 9, 2024, continue to use the [CMCA Study Guide, Current Content Outline](#).
- For exams from December 9, 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.

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 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. Almost 30 years after the program began, the CMCA has been awarded to more than 25,000 managers and is available to managers in the United States and around the world.

STANDARDS AND CERTIFICATION

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 provides assurance to community association homeowners and volunteer boards that the credentialed manager has the basic knowledge necessary to effectively manage a community association. Association members can have confidence in the knowledge and ability of a manager that 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 CMCA credential provides evidence that the credential holder 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

To enhance the community association management profession by recognizing people who have demonstrated an understanding of the profession's defined body of knowledge and are committed to abiding by the CMCA Standards of Professional Conduct.

The goals of the program are:

- To enhance the professional practice of community association management;
- To identify the body of knowledge necessary to succeed 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.

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: CMCA EXAMINATION CONTENT

The Certified Manager of Community Associations (CMCA) is a standardized multiple-choice examination evaluating knowledge across critical knowledge domains 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. Candidates are 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:

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Governance, Legal and Ethical Conduct	23%
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Financial Management	20%
Meetings and Events	18%
Risk Management	15%
Property Maintenance	14%
Contracting	10%
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:

[CMCA Study Guide, Current Content Outline](#) (In use until December 2024)

[CMCA Study Guide, Updated Content Outline](#) (Effective December 2024)

SECTION 3: TAKING THE CMCA EXAMINATION

CMCA EXAM PREREQUISITES

Applicants for the CMCA exam must first fulfill one of the three prerequisite pathways:

1. **Education Pathway:** Complete and pass one approved prerequisite course on community association management. Approved courses include:
 - [M-100: The Essentials of Community Association Management](#) from the Community Associations Institute
 - [Love Thy Neighbor: Community Association Management](#) from Lazega & Johanson LLC/Capitus Real Estate Learning Center
2. **Experience Pathway:** Individuals with at least five years of experience working as a community association manager (or comparable job title) may qualify for a one-time waiver of the prerequisite requirement. Those who utilize this waiver and do not pass the exam on the first attempt will be required to complete one of the other prerequisite pathways before reapplying. Note: experience as an assistant manager does not qualify for the waiver.
3. **License/Credential Pathway:** Hold at least one of the approved state licenses or credentials (must be active and in good standing):
 - Arizona: Certified Arizona Association Manager (CAAM)
 - California: Certified Community Association Manager (CCAM)
 - Florida: Community Association Manager License (FLCAM)
 - Illinois: Community Association Manager License (ILCAM)
 - Nevada: Community Association Manager License (NVCAM)

RATIONALE FOR PREREQUISITE PATHWAYS

The CAMICB Board of Commissioners has determined that each eligibility option supports an understanding of the knowledge, skills, and abilities required to perform effectively as a community association manager and to take the CMCA examination.

Education Pathway: Each of the prerequisite courses has been approved against a rigorous set of criteria by a committee independent of the Board. Approved programs have demonstrated compliance with high standards relating to the development, administration, and maintenance of the course, and the curriculum has been determined to align sufficiently against the CMCA content outline.

Experience Pathway: This option allows candidates with at least five years of community management experience (about 10,000 hours) to qualify for the CMCA exam. This threshold, set by the Board of Commissioners, ensures a qualifying candidate has encountered all key operational areas in their work experience, such as budgeting, maintenance, and governance.

License/Credential Pathway: The Board of Commissioners has determined that licenses or credentials with education or experience requirements equivalent to the specifications of the CMCA program may be used to establish eligibility for the CMCA exam. The Board regularly reviews established licensure and credentialing programs based on the following criteria:

- The license or designation is solely for community association management and must distinguish it from other real estate professions.
- The education and examination prerequisites are adequate. The license or designation must require at least 16 hours of education in the knowledge areas tested on the CMCA examination. The examination itself must comprehensively cover these areas to ensure a broad and thorough understanding of community association management.
- The license or designation program is operational. Programs that have ceased operations may be granted a waiver for up to two years following the cease of operation.

The Board shall review the status of each program on a regular basis to determine if the program shall remain a waiver.

APPLYING FOR THE CMCA EXAM

Apply for the CMCA exam online at camicb.org, or submit a [PDF Application](#) form to cmca@camicb.org. The first and last name submitted with the application **must match** the name on the photo ID used to check in at the testing center. On the application, candidates are required to attest to meeting all eligibility requirements and acknowledge understanding of CAMICB's confidentiality and testing policies. Payment of the CMCA exam fee must be submitted at the time of application.

Applications are generally processed within 3-5 business days of receipt. Once the application is approved, the one-year window of eligibility to complete the exam begins.

CMCA EXAM FEES

The fee to apply for the CMCA examination is \$360, due at the time of application submission. This covers application processing, exam seat time, the first year of certification, and a subscription to Community Association Management Smartbrief.

The fee to retake the CMCA exam is \$200, due at the time of submitting the retake application.

All CMCA exam fees are nonrefundable and nontransferable.

RETEST POLICY

A candidate who has failed the exam is eligible to retest by submitting a retest application and paying the \$200 retest fee. There is no mandated waiting period between exam attempts and no limit on the number of times a candidate may take the exam.

REQUESTING SPECIAL TESTING ACCOMMODATIONS

Accommodations may be available to individuals with documented disabilities pursuant to the Americans with Disabilities Act (ADA). CAMICB provides reasonable testing accommodations to candidates whose documented disabilities or other qualifying medical conditions hinder their ability to take the examination under standard conditions. All requests for testing accommodations must be made at the time of initial application for the CMCA examination, before authorization to test is given.

Candidates seeking an accommodation must submit an [Application for Testing Accommodations](#) and supporting materials at the time of applying for the exam. Supporting materials include documentation from a licensed professional with a diagnosis of the disability and a recommendation for accommodations.

Please be aware that submission of a request for accommodation does not guarantee approval of the request. Decisions will be made on a case-by-case basis considering the information submitted and in accordance with the law. The Board may, as appropriate, seek legal or medical guidance prior to making a determination regarding accommodation approval.

SCHEDULING A CMCA EXAM APPOINTMENT

Once a candidate's CMCA application has been approved, an Authorization to Test email is sent to the candidate which includes all details necessary to schedule an exam appointment. Candidates schedule their computer-based CMCA exam appointment through Pearson VUE, an international exam administration organization with test centers around the world.

Candidates can schedule their CMCA exam appointment following the instructions contained in the Authorization to Test email. Candidates are recommended to schedule their appointment by logging on to their account on the Pearson VUE website.

Candidates can also schedule for testing by calling Pearson VUE's toll-free number at 888-536-1460. Operators are available weekdays from 7:00 am to 7:00 pm Central Time.

To schedule an appointment, candidates must provide their first and last name exactly as printed on their identification documents, as submitted on the CMCA application, as well as their HumRRO ID number, which is included in the Authorization to Test email. After scheduling an appointment, Pearson VUE will send an automatic confirmation email with the appointment details. Candidates are advised to keep a record of their confirmation number and appointment information.

Candidates have one year from the date the application is approved to schedule their appointment and take the CMCA exam. Appointments may be scheduled at any time during the one-year period, though CAMICB recommends scheduling early. Pearson VUE administers exams for hundreds of certification

and licensure programs, and appointments can fill up quickly. The earlier candidates schedule their exam, the more likely they will be able to schedule at the time and location of their choice.

Scheduling an exam close to the end of the authorization period may limit appointment availability, potentially leaving no open slots before the expiration date. ***Note that the one-year eligibility period will not be extended. If the exam is not taken within the approved one-year cycle, the testing fee will be forfeited.***

RESCHEDULING OR CANCELLING A CMCA EXAM APPOINTMENT

If a candidate has registered to take the exam at a Pearson VUE testing center and wants to reschedule to another date or cancel their appointment, the candidate must visit the Pearson VUE website (pearsonvue.com/cmca) or call Pearson VUE at 888-536-1460 at least **24 hours** prior to the originally scheduled appointment to reschedule/cancel without penalty. If a candidate does not cancel or reschedule their exam at least 24 hours prior to the scheduled time, the cost of the exam is forfeited and the candidate must re-register and repurchase the exam.

All appointments must be rescheduled through Pearson VUE. CAMICB does not have direct access to schedule or cancel appointments. Sending an email or leaving a message on an answering machine are not acceptable methods of canceling or rescheduling an exam appointment.

Candidates who fail to arrive for their appointment, arrive late, or cancel without giving the required notice will forfeit their testing fee.

WHAT TO EXPECT ON EXAM DAY

Candidates are recommended to arrive at their exam appointment at least 15 minutes early.

All candidates must present a current government-issued photo ID to verify their identity before entering the examination room. The first and last name on the ID must match the name on the Authorization to Test email. ***In the event that the name on the ID does not match the name on the Authorization to Test email, or if the ID is expired, the candidate will be denied entrance to the test center and will forfeit their examination fee.***

Books, papers, electronics, or other reference materials are not permitted in the test administration room. No food or beverages, apart from water, may be taken into the test administration room.

The CMCA exam is administered under standardized conditions in accordance with procedures established by Pearson VUE for all their testing centers. The test center administrator will provide a brief overview of the workstation. Before the examination begins, candidates must indicate that they accept the terms of the candidate agreement. Those who do not accept the terms will not be permitted to take the exam.

Computer knowledge is not required to take a computerized examination. Before the examination begins, a basic tutorial will be presented that explains the process of selecting answers and moving from question to question. The tutorial teaches how to skip forward or backward through the exam to review questions. Candidates may flag questions to mark them for later review. Any question can be flagged, regardless of whether it has been left blank or answered.

The total number of correct responses determines a candidate's score. Incorrect answers do not result in a point deduction. Therefore, it is to the candidate's advantage to answer every item, even when uncertain of the correct response. The candidate should choose the single best answer to each item.

Candidates have 2.5 hours (150 minutes) to complete the 120-question exam. There are no scheduled breaks, though candidates may take unscheduled breaks as needed. The exam clock will continue to run during any unscheduled breaks.

After completing the exam and submitting the responses, the candidate will complete a brief post-exam survey before their pass/fail result is displayed on the screen. Within 24 hours of completing the exam, a score report will be made available to the candidate on their Pearson VUE account.

TECHNICAL DIFFICULTIES OR TEST CENTER CLOSURES

In the rare event of technical difficulties (e.g., a malfunctioning computer) while taking the CMCA exam, the candidate should alert Pearson VUE staff immediately. If Pearson VUE staff cannot remedy the situation within 30 minutes, or if the problem persists despite attempts to remedy it, the test administrator on site will advise the candidate what to do.

In the case of severe technical difficulties or power loss, the candidate may be unable to continue their testing session. In such instances, Pearson VUE will work with the candidate to reschedule the appointment.

In the event that severe weather or other emergency forces the closure of a Pearson VUE testing center on a scheduled examination date, the examination will be rescheduled by Pearson VUE at no additional charge. Pearson VUE personnel will attempt to contact candidates who are in this situation. However, candidates may also check the status of their examination schedules by calling Pearson VUE customer service at 888-536-1460. Every effort will be made to reschedule the examination at a convenient time.

Candidates with complaints about the examination processes or their experience at the testing center should utilize the comment area during the exam. Complaints or feedback may also be directed to CAMICB staff at info@camicb.org.

CMCA EXAM RESULTS

Examination results are available for the candidate to view on-screen immediately after completing the exam and the post-exam survey. Candidates will only be able to view their pass/fail result. Within 24

hours of completing the exam, a candidate feedback report with more information will be made available to the candidate on their Pearson VUE online account.

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. Scores for the CMCA examination are presented 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. *Regardless of the exam form taken, the scaled scores represent equal levels of achievement.* 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.

SCORING METHODOLOGY

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.

RESCORE POLICY

CAMICB does not accept requests for exam rescoring. All CMCA exams undergo rigorous quality control measures during development and scoring to ensure accuracy and reliability. The computer-based testing system employs multiple checks to verify the correctness of each candidate's score. Given these comprehensive quality assurance procedures, the reported exam scores are considered final. Candidates are encouraged to review their score reports carefully and direct any questions about exam performance to CAMICB's customer support team for clarification on specific content areas or study strategies for future attempts.

SECTION 4: RECERTIFICATION

MAINTAINING CERTIFICATION

Recertification is an ongoing process designed to demonstrate continued competency in the community association management profession. This process allows CMCA credential holders to distinguish themselves as accomplished professionals committed to the development of their skills and knowledge.

To maintain the CMCA credential, credential holders must pay the annual service fee each year and recertify once every two years, either on April 1 or October 1, depending upon their original certification date. The recertification process requires credential holders to:

- Demonstrate continued active involvement in the community association industry.
- Provide evidence of satisfactory completion of continuing education requirements, consisting of at least 16 hours of coursework over the two-year period.
- Reaffirm their commitment to the CMCA Standards of Professional Conduct.

The CAMICB Board has established a two-year interval for recertification based on the following rationale:

- Community association management is a dynamic profession. Laws affecting community association management and operations may change annually during state legislative sessions. It is reasonable to expect certified professionals to obtain information about changes in laws and best practices every two years through continuing education opportunities.
- The two-year interval provides sufficient time for credential holders to earn the required credits while maintaining motivation to engage in regular education and training.
- This timeframe encourages credential holders to educate themselves on industry best practices consistently, avoiding long periods of educational inactivity.

The recertification process is crucial for maintaining the integrity and value of the CMCA credential. It demonstrates ongoing commitment and competence to community association boards, management companies, industry peers, and the millions of residents in community associations.

ANNUAL SERVICE FEE REQUIREMENT

Credential holders must pay an annual service fee of \$135 to retain the CMCA credential. The fee is paid by either April 1 or October 1, depending on the initial date of certification.

CONTINUING EDUCATION REQUIREMENT

CMCA credential holders must submit the recertification application every two years with documentation of completing at least 16 hours of approved continuing education credit. Any individual who meets the continuing education requirements associated with an approved license or credential will satisfy the current CAMICB continuing education requirement and will not need to list all of their completed courses on their recertification application. ***Even if the continuing education requirement is waived, the credential holder must still submit the recertification application once every two years.***

EARNING CONTINUING EDUCATION CREDITS

Credential holders may use a variety of routes to earn continuing education (CE) credit toward recertification of their CMCA. These include coursework that has already been approved by CAMICB, as well as courses/opportunities that have not yet been approved, for which the credential holder can seek approval.

The following rules apply to all submitted credits, regardless of pre-approval status:

- The education pertains specifically and primarily to community association operations/management OR contributes to the credential holder's professional development.
- Credit for a course may only be submitted one time per recertification cycle.
- A credential holder may only earn credit for a recertification cycle using courses that were completed within that two-year cycle.
- CAMICB calculates credit on an hour-for-hour basis. Thus, one hour of class attended equals one hour of credit.
- Online learning must be interactive. Interactive coursework is defined as requiring proof of participation.
- Courses related to buying and selling real estate are NOT accepted.

Credential holders must list their completed credits on the Recertification Application when applying for renewal. Submitted applications will be evaluated to ensure that the listed credits have been approved by CAMICB. See the **Verification of Earned Credits** section for more information.

PRE-APPROVED CONTINUING EDUCATION OPPORTUNITIES

The following options for earning CE credit already been vetted by CAMICB. Credential holders can pursue this coursework and list it on their CMCA Recertification Application without seeking additional approval.

PRE-APPROVED CONTINUING EDUCATION: The CAMICB Continuing Education Review Committee approves new courses for CMCA continuing education credit on a monthly basis. All currently approved courses can be found in the [Continuing Education Gallery](#).

CAI EDUCATION: The Community Associations Institute (CAI) is a separate non-profit organization dedicated to providing relevant education for community association managers. All education developed by CAI has been preapproved for CMCA continuing education credit. Continuing education offerings are available to browse on CAI's [Manager Education](#) page. Note that coursework from CAI chapters is not automatically approved and is subject to approval from the Continuing Education Review Committee.

CMCA PREREQUISITE COURSEWORK: Courses approved as CMCA prerequisites may also be used to earn continuing education credit. Note that credential holders may not use one course to meet both requirements. For example, an individual who used CAI's *M100: The Essentials of Community Association Management* course to fulfill the prerequisite requirement may not submit it for continuing education credit.

STATE-APPROVED COURSEWORK: Coursework approved by a qualifying state regulatory agency for community association manager licensing requirements will be automatically approved for CMCA continuing education credit. These states currently include Florida, Nevada, and Virginia.

CONTINUING EDUCATION OPPORTUNITIES REQUIRING APPROVAL

The following options for earning CE credit must be pre-approved by CAMICB before being used to satisfy recertification requirements. Credential holders may request approval for any of these options by completing the [Request for CE Approval](#) form and submitting it to info@camicb.org accompanied by relevant documentation, as described on the form. After CAMICB staff has confirmed pre-approval, these opportunities may be submitted for CE credit on the CMCA Recertification Application.

SELF-SUBMITTED COURSEWORK: Credential holders may seek pre-approval for relevant continuing education coursework that has not already been approved by CAMICB and listed in the [Continuing Education Gallery](#). Education eligible for approval must either pertain to community association management or otherwise contribute toward professional development. Please note CAMICB will not accept real estate education as continuing education.

IN-HOUSE TRAINING: Credential holders may seek pre-approval for education provided in-house by their employer. A maximum of eight credits per two-year recertification cycle may be awarded for in-house training. This includes education taught by a credential holder's employer or education completed through their employer's online platform. Education that is brought in and taught by a third party does not qualify as in-house training.

AUTHORSHIP CREDIT: Writing an article for a regional or national community association publication may qualify for continuing education credit. Earn 2-4 credits for articles (500-1,500+ words) and up to 10 for books, subject to content review.

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

VOLUNTEER SERVICE CREDIT: Credit hours may be granted 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 service on an association board. Credits are awarded based on the type of volunteer work. No more than 8 credits per two-year recertification cycle may be awarded for volunteer service. Credential holders cannot request credit for any activities for which they receive compensation.

CALIFORNIA-SPECIFIC REQUIREMENT

California has developed detailed 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.

CMCA credential holders located in California are required to submit Part G of the recertification application.

VERIFICATION OF EARNED CREDITS

Credential holders are responsible for monitoring the status of their continuing education and maintaining the necessary records to substantiate their compliance with the recertification requirements.

CAMICB does not track credential holders' continuing education activities. A [CE Tracking Worksheet](#) is available online to assist credential holders with tracking their continuing education hours. Credential holders are recommended to fill out this worksheet throughout the year as they attend or participate in continuing education programs.

Credential holders must submit a completed CMCA recertification application prior to their recertification deadline to maintain their CMCA. All coursework must be listed on the recertification application, including course date, program sponsor, and number of credit hours earned.

AUDIT POLICY

CAMICB audits the continuing education submissions from two percent of recertification applications per cycle. Credential holders selected for audit may be required to submit documentation to substantiate their participation in their listed coursework or other qualifying activities. Credential holders are to provide the specified 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-house training)
- Invitation to present/thank you for presenting letters (on inviting organization's letterhead)
- Course outlines

Acceptable forms of proof of volunteer service hours include:

- Meeting minutes indicating attendance
- Board/committee member roster
- HOA newsletter listing participation on the board
- Board training records indicating participation

TERMINATION OF CMCA CREDENTIAL

To maintain the CMCA, credential holders must pay the annual service fee of \$135 and recertify their 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

Credential holders are to pay the annual service fee and submit their recertification materials (if applicable) by their renewal deadline (April 1 or October 1).

Understanding the time required to process a high volume of payments and recertification documentation, as well as 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.

Credential holders who do not submit the required materials by their deadline are considered delinquent. Delinquent credential holders may submit payment and recertification materials during the grace period. They will be sent an email six weeks after the deadline date warning of the termination of their credential at the end of the grace period. After the grace period has lapsed, all CMCA credentials with unfulfilled renewal requirements will be terminated and delinquent credential holders will be sent a termination notice by postal mail and email.

CAMICB expects credential holders to pay the annual service fee and submit their recertification materials (if applicable) by their published renewal deadline. Credential holders should NOT view the processing period as a deadline extension.

EXTENSION REQUESTS

CAMICB allows credential holders to petition for an extension of their recertification deadline ***no more than once***. Extensions should not be viewed as standard practice. The credential holder must petition in writing prior to their renewal deadline. The request must address the reason for extension and outline a plan for obtaining the continuing education required. Requests should be submitted to info@camicb.org.

Extensions will only be granted to those who have experienced serious hardship (e.g., illness or injury to oneself or family member) or any other life-altering event (e.g., military service, bankruptcy, birth of a child, divorce, or death). A heavy workload, lack of courses in the area, or failure to receive notification of recertification requirements to not qualify as serious hardship for this purpose.

Extensions are granted for a one-year period (e.g., for a deadline of 10/1/24, a one-year extension is granted until 10/1/25). ***Extensions do not apply to the service fee requirement; credential holders who are granted a one-year extension of their recertification requirements must still pay the current year's annual service fee.***

Credential holders who are approved for an extension will receive an email indicating the following:

- The new recertification deadline date
- Instruction to pay the current year's annual service fee (if not already paid)
- Instruction to send in a completed recertification application by the new deadline along with proof of continuing education

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

REINSTATEMENT

An individual wishing to reactivate their terminated CMCA must complete the reinstatement process. Reinstatement may only be granted for a credential that has been inactive for five calendar years or less. An individual who wishes to regain the CMCA after their credential has been inactive for more than five calendar years must re-take and pass the CMCA examination. Full application fees apply.

An individual seeking reinstatement for the first time must submit a completed [CMCA Reinstatement Application](#) with payment of the \$200 reinstatement fee.

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

1. Retake 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 \$135 annual service fee for EACH year in which the credential was inactive; and,
 - Payment of the \$200 reinstatement fee.

The individual must attest on the reinstatement application that, during the period in which the credential was inactive, the individual 1) has continued to uphold the CMCA Standards of Professional Conduct and 2) has not represented themselves as an active CMCA credential holder.

Once the reinstatement is approved, the credential holder will be placed into either an April 1 or October 1 recertification cycle, depending on the date of approval. Credential holders with a reinstatement approval date of January through June will have until the following April 1 to complete 16 hours of continuing education. Credential holders with a reinstatement approval date of July through December will have until the following October 1 to complete 16 hours of continuing education. After the successful completion of the required continuing education and submission of the recertification application, the credential holder will be placed back into the normal two-year renewal cycle.

Reinstatement of the CMCA credential is subject to review by the CAMICB Board of Commissioners. The Board reserves the right to review an application disclosing a criminal conviction or license revocation within any timeframe, and to deny eligibility to reinstate based on that circumstance. Should reinstatement of the CMCA credential be denied for any reason, the individual has the right to appeal the denial. The appeal process is outlined in Section 7 of this Handbook.

CHANGE OF CONTACT INFORMATION

CMCA credential holders are responsible for ensuring that CAMICB has their full, current, and accurate contact information. This includes full name, preferred physical address, preferred email address, and preferred telephone contact information. This information should be provided to info@camicb.org and updated as required. The responsibility to provide this information to CAMICB rests solely with the credential holder. Failure to update contact information may lead to missing important updates on the CMCA program and recertification reminders.

RETIRED CMCA STATUS

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

- be an active CMCA credential holder 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 credential holders who choose to re-enter the community association industry and wish to regain their full CMCA status are required to adhere to the reinstatement requirements or to retake and pass the CMCA exam. Full application fees apply.

SECTION 5: CERTIFICATION FEES AT-A-GLANCE

CMCA Examination	\$360
CMCA Retake Examination	\$200
CMCA Annual Service Fee	\$135
CMCA Reinstatement Fee	\$200

All fees are non-refundable and non-transferable.

SECTION 6: CMCA STANDARDS OF PROFESSIONAL CONDUCT

(Revised October 2024)

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

1. Be knowledgeable, act, and encourage clients to follow all applicable laws and regulations relevant 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, compensation, or other remuneration from individuals or companies that may improperly influence the manager's decisions.
7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
8. Uphold their fiduciary duty to the Client Association(s) by acting with due diligence, loyalty, and care in all aspects of community management.
9. Conduct themselves with professionalism, integrity, and respect when acting within the scope of their employment and in compliance with applicable laws and regulations.
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. These materials must be returned to the Client upon request. Maintain confidentiality for all current and former clients and ensure the secure handling of records, including electronic data, in compliance with current data security standards.

A violation of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA credential by the Community Association Managers International Certification Board (CAMICB). These standards are enforced through a process outlined in the [CMCA Standards of Professional Conduct Enforcement Procedures](#).

CLARIFICATION OF THE CMCA STANDARDS OF PROFESSIONAL CONDUCT

- A. **AUTHORITY:** The Standards derive authority from the Community Association Managers International Certification Board (CAMICB). CAMICB has established these Standards of Professional Conduct for individuals with the Certified Manager of Community Associations (CMCA) certification.
- B. **DEFINITIONS:** The Standards shall apply in any manager-client relationship where the manager receives compensation for professional services offered or provided to the client.
1. **Manager:** a singular term which shall apply to all the following persons providing or offering some form of property or financial or administrative or consulting services to one or more clients:
 - i. A single practitioner functioning as a client employee or
 - ii. A single practitioner employed by a firm contracted by one or more clients or
 - iii. A principal or supervisory staff member for a firm contracted by one or more clients.

An individual who agrees to abide by the Standards is also responsible for ensuring that any person under their supervision complies with the Standards.

2. **Client:** a singular term that shall apply to one or more community association properties (condominium, homeowner association, cooperative, PUDs, PRDs, etc.) and their governing boards. The client may employ the manager directly or be under an independent contract with a firm that employs the manager.
- C. **AMPLIFICATION:** CAMICB provides the following information and examples to explain further some of the tenets of the Standards of Professional Conduct.
1. A manager must be knowledgeable, act, and encourage clients to follow all applicable laws and regulations relevant to community association management and operations. A manager must have a strong understanding of the laws and ensure their actions comply.
 2. To be knowledgeable, comply with, and encourage clients to comply with the governing documents means reading the documents and implementing the policies and procedures in accordance with them. For example, if the governing documents prohibit fines for owners violating them, 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's attorney. This includes drafting amendments to the documents and the interpretation of the 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 a financial interest or contractual arrangement with a service contractor, supplier, or professional firm that is being considered by that manager's client. The disclosure must be made in writing to the association before the selection process to allow the client to consider the possible conflict fully 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 requires managers to provide written disclosure to the client of any compensation, gratuity, or other forms of remuneration to the manager from individuals or companies who act or may act on behalf of the client. The written disclosure shall be made to the client by the manager, confirming receipt of all gifts, rebates, discounts, payments, or other benefits received more than \$100 per instance or \$500 annually by the manager from any vendor or vendor-related client. Educational and social events and meals intended to educate the manager are excluded from this requirement.

If the manager is employed by a management company, the manager is not responsible for disclosing any gratuities, preferred vendor programs, or similar arrangements between the management company and vendors.

7. The manager is required to obtain continuing professional education that fulfills the requirements for CMCA recertification. If the manager holds other credentials relevant to community association management, they should also ensure that their continuing education meets the requirements for those credentials. The manager must ensure that all certification-related applications are accurate and truthful.
8. A breach of fiduciary duty includes any failure to act in the association's best interests, such as mismanaging association funds or neglecting critical responsibilities that harm the association.
9. Professional conduct is expected to be upheld at all times. A violation would not be based on a misunderstanding, difference of opinion, or personality conflict.

10. The manager must return original records, files, and books within 45 days upon request, unless otherwise specified in the management agreement, required by law, or mandated by other professional credentials. The 45-day period allows for necessary operational tasks, such as finalizing monthly financials, and accounts for variability in the size and complexity of the community.

Items that the manager created or brought for use during the engagement but were not contracted or paid for by the client (such as proprietary operational or procedural manuals), remain the manager's property. These items are considered the manager's work product and are not subject to turnover unless specified in the management agreement.

The manager may retain copies of key materials for post-engagement purposes. The manager shall maintain a duty of confidentiality to all current and former clients, commencing from the effective start date of the relationship and continuing indefinitely.

- D. **FUTURE:** CAMICB may expand the 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 the CMCA Standards of Professional Conduct Enforcement Procedures Policy, a manager found to be in violation of the standards shall face a sanction under the Enforcement Procedures adopted by CAMICB. The extent of such sanction shall be commensurate with the violation's nature, severity, and intent.

SECTION 7: PROGRAM POLICIES

USE OF THE 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 credential holder 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.

The credential is typically used after the credential holder's name following any academic degrees and licensure (e.g. Mary Smith, Ph.D., CMCA or Mary Smith, CMCA.)

Credential holders are also entitled to use the CMCA digital badge. The digital badge is an online representation of the CMCA credential, consisting of an image and metadata linked specifically to the credential holder.

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. Credential holders must comply with all recertification requirements to maintain use of the credential. The certification mark may be used only as long as the credential is valid.

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

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.

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 credential.

MONITORING USE OF THE CERTIFICATION MARK

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 require removal of the unauthorized use of the credential. If the individual continues to misuse the mark, CAMICB may take disciplinary action.

APPEAL OF ADVERSE CERTIFICATION DECISIONS

An individual 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 individual is eligible and in compliance with the published requirements.

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 describe the contributing testing conditions, technical problems, or policy violation.

CONFIDENTIALITY POLICY

CAMICB may disclose limited information regarding a current or former CMCA credential holder to an employer, regulatory agency, or any other person or entity. CAMICB will only disclose information 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 credential holder. Should an individual opt out of the online directory, the dates between which the individual held or holds the CMCA credential will be provided upon written request.

CAMICB will not release any information regarding a candidate's examination application or examination results unless it is authorized in writing by the candidate in question or required by law.

CRIMES OF MORAL TURPITUDE POLICY

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 or license revocation of any nature, within any timeframe, and to deny eligibility to test, recertify, or reinstate.

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 credential holder 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.

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 credential holder 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 credential holder and will retain the records as follows:

- Completed exam applications will be permanently stored electronically.
- Incomplete exam applications will be stored for six months. After six months the incomplete applications will be destroyed.
- Recertification and reinstatement applications will be permanently stored electronically.

REFUND POLICY

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