



**CLUB
MANAGERS
ASSOCIATION
OF AMERICA**

The CMAA Certification Program

In many professions, a successful career is marked by an appropriate degree of professional development, verified by a credible certification program and recognized by both the public and one's peers. The Certified Club Manager (CCM) designation has been the hallmark of the professionalism in club management since 1965 and is the cornerstone of CMAA's member recognition program. It is a valuable and widely respected mark of a manager's commitment to professional development and the club industry.

As with its education programs, CMAA's recognition program is a dynamic, continuing process. It includes two levels of further recognition: CMAA's prestigious Honor Society and the Master Club Manager (MCM) designation. Also, Certification Maintenance Requirement (CMR) ensures that managers continue to develop professionally. Under this program, CCMs will have five years in which to attain specified certification credits for recertification. The entire program is under the jurisdiction of the Certification Committee with oversight provided by the Association's Board of Directors. It is the committee's responsibility to consider suggestions from the members and to ensure that the certification program adapts to the ever-changing club management environment.

A new designation, the Certified Chief Executive (CCE), was introduced in 2008.

Achieving Active Membership Status

1. Conversion from Provisional or Alumnus to Active membership status requires CMAA Provisional membership for at least one year and attainment of 15 or more CMAA Education credits. These credits may be earned through attendance at chapter and World Conference education programs, CMAA workshops and BMI courses.
2. When both requirements have been met, a Provisional or Alumnus member will be automatically transferred to Active status, notified of the change and sent an updated membership card.
3. While National Headquarters staff will make every effort to maintain an accurate record of each member's certification credits, it is the responsibility of the individual members to keep track of credits they have earned. Members should check with the Chapter Managing Director or Secretary and/or the National Headquarters to ensure that all credits earned are recorded. CMAA members who are registered on CMAA's website can review their credit histories online.
4. In addition to being a prerequisite for certification, Active membership status also determines a member's eligibility to vote in CMAA elections at both the chapter and national levels and to hold elective office.

Becoming Eligible to Take the CCM Exam

Education Credits

200 credits (a minimum of 100 must be from CMAA [CMI or chapter] education, at least 25 of which must be earned at the chapter or regional level)

Association Activity Credits 50 credits

Additional Credits 50 credits (Education, Association Activity or Experience)

Total Credits **300 credits**

Requirements For Members who Joined CMAA Prior to January 1, 2008

Eligibility requirements include completion of one of the following certification tracks:

Attainment of a four-year hospitality degree from a college/university (150 Education credits):

- Attendance at one CMAA World Conference (with attendance at a minimum of four education sessions)
- Active membership status in CMAA for a minimum of three years
- Successful completion of a minimum of two CMAA/CMI pre-approved workshops
- Successful completion of BMI III

OR

Attainment of a four-year non-hospitality degree from a college/university (90 Education credits):

- Attendance at one CMAA World Conference (with attendance at a minimum of four education sessions)
- Active membership status in CMAA for a minimum of four years
- Successful completion of a minimum of four CMAA/CMI pre-approved workshops
- Successful completion of BMI II and BMI III

OR

Less than a four-year degree or no degree attained:

- Attendance at one CMAA World Conference (with a minimum of four education sessions)
 - Active membership status in CMAA for a minimum of five years
 - Successful completion of a minimum of six CMAA/CMI pre-approved workshops
- Successful completion of BMI I, BMI II, and BMI III

Members who joined CMAA prior to January 1, 2008, will have a six-year period in which they can meet the “old” CCM requirements. After the CCM exam given at the World Conference in 2014, all members will be required to meet the “new” CCM requirements, regardless of when they joined.

Requirements For Members who Joined CMAA After January 1, 2008

Eligibility requirements include completion of one of the following certification tracks:

Attainment of a four-year hospitality degree from a college/university (150 Education credits):

- Attendance at one CMAA World Conference (with attendance at a minimum of four education sessions)
- Active membership status in CMAA for a minimum of five years
- Successful completion of a minimum of two CMAA/CMI pre-approved workshops
- Successful completion of BMI II, BMI, III and either BMI Golf Management or BMI Food & Beverage Management

OR

Attainment of a four-year non-hospitality degree from college/university (90 Education credits) or less than a four year degree:

- Attendance at one CMAA World Conference (with attendance at a minimum of four education sessions)
- Active membership status in CMAA for a minimum of five years
- Successful completion of a minimum of two CMAA/CMI pre-approved workshops
- Successful completion of BMI I, BMI II, BMI III and either BMI Golf Management or BMI Food & Beverage Management

Starting the Certification Process

How to apply for certification:

1. File the Certification Petition Form provided by CMAA together with the non-refundable petition fee of \$75. A Certification Petition is included in each CMAA Yearbook and can be found on the CMAA website.
2. Members need not have completed all of the eligibility requirements before submitting a petition, but should be reasonably close to completing all of the requirements before petitioning.
3. Members claiming Education credits for college education must include an official final college transcript (not a copy of the degree or diploma) with the petition unless a transcript has previously been submitted to CMAA National Headquarters.
4. The petition is reviewed at the National Headquarters to ensure eligibility requirements have been met.
5. The applicant will be notified by mail of approval or disapproval of the petition. If approved, the candidate is notified of the cost, date, time and procedure to follow for taking the exam.

Paying the Exam Fee

A non-refundable \$75 administrative fee is required to file the petition. If eligible to sit for the exam, an additional \$195 registration fee will be charged to cover the cost of the exam. For members who have to take the exam more than once, there will be a \$150 charge for each retest. These fees are subject to change at the discretion of the CMAA Board of Directors.

Preparing for the Exam

For CCM candidates desiring an in-depth review of the ten competency areas of club management, the Certification Review Course is offered twice a year. This concentrated five-day course is given at Georgia State University in Atlanta each November and during the five days immediately before each World Conference on Club Management at the Conference site. At both locations, the CCM exam is given on the day following completion of the course.

Candidates choosing not to take the Certification Review Course may have the exam administered by a proctor at a college or university near the individual's home or club. Suggestions for making arrangements for a proctored exam are included with each candidate's response to his or her Certification Petition.

Taking the Exam

The final requirement for certification is to pass the CCM exam. To pass the exam requires an overall score of 70 percent or higher, with a score of 50 percent or higher on each of the 10 parts of the exam. The exam consists of 400 objective questions covering the following 10 competency areas: Club Governance, Food & Beverage Management, Accounting and Financial Management, Human and Professional Resources, Leadership, Membership & Marketing, Golf, Sports and Recreation Management, External & Governmental Influences, Facilities Management, and Interpersonal Skills. Candidates who do not pass the exam on the first attempt are limited to two attempts in any 12-month period.