



The Importance of Certified, Accredited Community Management Professionals

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Certification and accreditation refer to the confirmation of certain characteristics of a person or organization. This confirmation is often, but not always, provided by some form of external review, education, assessment, or audit. (Wikipedia)

The California Association of Community Managers (CACM) offers a certification program for community managers who want to achieve a higher standard in community association management. The Certified Community Association Manager® (CCAM®) certification is earned by completing extensive coursework relative to the laws that govern California homeowners associations. In doing so, CCAMs learn management standards, legal requirements and ethical guidelines that enable them to more effectively guide boards of directors in the governance of their associations.

CACM also offers the Accredited Community Management Firm (ACMF) program for community association management companies. ACMF accreditation is awarded following an independent CPA review of the firm's risk management and financial controls practices, as well as confirmation that all community manager employees have earned or are in the process of earning the CCAM designation. Boards hiring a management company with the ACMF designation know they are not only getting a

company that adheres to standards of practice, but also a manager who is certified and knowledgeable on the laws that govern associations.

In addition, members of CACM agree to abide by CACM's Code of Professional Ethics and Standards of Practice, or the Management Firm Code of Professional Ethics and Standards of Practice. These codes provide ethical guidelines for performing services related to the practice of community association management and hold individual managers and management firms to the highest level of conduct. CACM's Professional Standards Committee (PSC) reviews complaints of violations of the code and dispenses disciplinary action when necessary.

Both programs require the recipients to meet established requirements for recertification and reaccreditation every three years, which ensures they stay abreast of current laws and standards of practice. Failure to meet the renewal requirements results in the suspension of the designation. In the event of suspension, individuals and

firms must discontinue the use of the CCAM and ACMF designations until they work to become reinstated. Boards of directors may verify the status of a manager's CCAM certification or a management company's ACMF accreditation by contacting CACM at 949.916.2226.

If you are looking to contract with an Accredited Community Management Firm or employ a Certified Community Association Manager, visit www.cacm.org. CACM offers a directory of management firms in the E-Marketplace, where associations can search for qualified management firms. Also, associations in need of a community manager have the option to place job listings in CACM's online Career Network.



See the Difference Accreditation Makes
Stronger Commitment.
Higher Standards. Maximized Results.



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