

Professional Community Association Manager[®] (PCAM[®]) Designation Application

Prerequisites

- Five years of direct community association management experience.
- Successfully passed the PMDP M-200 level programs (with the last finished course having concluded within the past five years).
- Successfully passed the CMCA exam administered by CAMICB.

Application Instructions

- Complete the prerequisites.
- Fill in this application with Adobe Acrobat Reader or print clearly in ink. To work in Reader: save the file on your computer's desktop, complete the form, and save again using your last name in the filename (e.g., PCAM_Jones.pdf) before printing. If additional pages are needed, please label clearly and attach to this application.
- Be honest, accurate and thorough in completing all sections of this application.
- Candidates must earn a minimum total of 125 points on this form, including:
 - Formal education, Section I (maximum 30 points)
 - Professional designations or licenses, Section I (maximum 20 points)
 - CAI and industry-related education and service, Section II (minimum 55 points)
- Submit completed application with non-refundable application fee to the CAI headquarters office, 6402 Arlington Blvd., Suite 500, Falls Church, VA 22042, fax to (240) 524-2424, or e-mail to payments@caionline.org.
Fees: \$195 for individual manager members of CAI and \$430 for non-members
- Please note: All applicants have one year from the date of application approval to complete the Case Study. Failure to complete a Case Study will require candidates to re-apply with payment. Submit this application after you have met the above qualification criteria before applying to sit for the case study.
CAI reserves the right to modify the PCAM fees and criteria as stated above.

For Official Use Only

MEMBERSHIP	DESIG/LIC	FORMAL EDU	SECTION I	SECTION II	SECTION III	TOTAL
COMMENTS:						

Professional Designations or Licenses *Maximum 20 points*

Please indicate the date you received any of the following, as well as relevant certificate or license numbers.

	▼ DATE (MM/YY)	▼ CERTIFICATE OR LICENSE NUMBER	POINT VALUE
AMS DESIGNATION	<input type="text"/>	<input type="text"/>	10
CMCA CERTIFICATION	<input type="text"/>	<input type="text"/>	10
OTHER DESIGNATION	<input type="text"/>	<input type="text"/>	10
REAL ESTATE BROKER'S LICENSE	<input type="text"/>	<input type="text"/>	10
STATE LICENSE	<input type="text"/>	<input type="text"/>	10
SALESPERSON'S LICENSE	<input type="text"/>	<input type="text"/>	10

Formal Education *Maximum 30 points*

Please indicate institution, date, and degree received.

		POINT VALUE
HIGH SCHOOL	_____	0
CERTIFICATE PROGRAM	_____	10
ASSOCIATE'S DEGREE	_____	15
BACHELOR'S DEGREE	_____	20
MASTER'S DEGREE	_____	25
DOCTORATE OR EQUIVALENT	_____	25

Professional Management Development Program Requirements

Please indicate the city, month and year each course was taken and attach program completion certificates or course transcripts.

	▼ DATE (MM/YY)	▼ CITY	POINT VALUE
M-100	<input type="text"/>	<input type="text"/>	10
M-201	<input type="text"/>	<input type="text"/>	10
OR M-130	<input type="text"/>	<input type="text"/>	10
M-202	<input type="text"/>	<input type="text"/>	10
& M-203	<input type="text"/>	<input type="text"/>	10
OR M-120	<input type="text"/>	<input type="text"/>	10
M-204	<input type="text"/>	<input type="text"/>	10
OR M-110	<input type="text"/>	<input type="text"/>	10
M-205	<input type="text"/>	<input type="text"/>	10
& M-206	<input type="text"/>	<input type="text"/>	10
OR M-140	<input type="text"/>	<input type="text"/>	10

I. Work Experience Summary

THIS SECTION MUST detail the required five years of direct community association experience. Start with the present year of your professional work experience. Include a complete and accurate description of your position and services performed. All community association management positions should include the names and addresses of all community associations involved. Attach additional sheets if necessary.

A community association manager will have the knowledge, ethics, professionalism and skills with verifiable experience in financial, administrative, and facilities management in at least one community association, either commercial or residential. The community association manager must be compensated for providing professional guidance and assistance to the board of directors of any association(s) managed by that community association manager, whether the individual is acting as an full time independent contractor, or as an employee of a management firm, or as a general manager or executive director of a common interest development. Management of property other than community associations will not meet the qualifications for community association manager.

▼ FROM DATE (MM/YY) ▼ TO DATE (MM/YY) OR PRESENT

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COMPANY _____

POSITION _____

DESCRIPTION _____

▼ FROM DATE (MM/YY) ▼ TO DATE (MM/YY) OR PRESENT

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COMPANY _____

POSITION _____

DESCRIPTION _____

▼ FROM DATE (MM/YY) ▼ TO DATE (MM/YY) OR PRESENT

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COMPANY _____

POSITION _____

DESCRIPTION _____

II. CAI and Industry-Related Education Programs

55 POINTS are required in this section. Please include all relevant details and attach additional sheets if necessary.

CAI headquarters conference attendance

POINT VALUE

▼ DATE (MM/YY)	▼ LOCATION	
<input type="text"/>	<input type="text"/>	10
<input type="text"/>	<input type="text"/>	10

CAI headquarters manager webinar(s) (minimum 3 hours' duration)

▼ DATE (MM/YY)	▼ TOPIC(S)	
<input type="text"/>	<input type="text"/>	5
<input type="text"/>	<input type="text"/>	5
<input type="text"/>	<input type="text"/>	5
<input type="text"/>	<input type="text"/>	5

Attendance at other CAI headquarters educational programs (minimum one day duration)

PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ LOCATION	
<input type="text"/>	<input type="text"/>	10
PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ LOCATION	
<input type="text"/>	<input type="text"/>	10

Attendance at CAI chapter educational programs (minimum one day duration)

PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ SPONSOR	
<input type="text"/>	<input type="text"/>	10
PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ SPONSOR	
<input type="text"/>	<input type="text"/>	10

Attendance at CAI chapter educational programs (minimum 3 hours' duration)

PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ SPONSOR	
<input type="text"/>	<input type="text"/>	5
PROGRAM TITLE/TOPIC _____		
▼ DATE (MM/YY)	▼ SPONSOR	
<input type="text"/>	<input type="text"/>	5

Attendance at CAI chapter educational breakfasts, luncheons and/or dinner events

▼ DATE (MM/YY)	▼ CHAPTER	
<input type="text"/>	<input type="text"/>	5
<input type="text"/>	<input type="text"/>	5
<input type="text"/>	<input type="text"/>	5

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II. CAI and Industry-Related Organization Service

CAI Headquarters Leadership (List specific assignments. Minimum one year of service required.)

	▼ FROM DATE (MM/YY)	▼ TO DATE (MM/YY)	POINT VALUE
TRUSTEE _____	<input type="text"/>	<input type="text"/>	25
COMMITTEE CHAIR _____	<input type="text"/>	<input type="text"/>	25
COUNCIL/COMMITTEE MEMBER _____	<input type="text"/>	<input type="text"/>	20

CAI Chapter Leadership (List chapter/assignments. Minimum one year of service required.)

	▼ FROM DATE (MM/YY)	▼ TO DATE (MM/YY)	POINT VALUE
PRESIDENT _____	<input type="text"/>	<input type="text"/>	25
BOARD MEMBER _____	<input type="text"/>	<input type="text"/>	20
COMMITTEE CHAIR _____	<input type="text"/>	<input type="text"/>	20
COMMITTEE/TASK FORCE MEMBER _____	<input type="text"/>	<input type="text"/>	15
COMMITTEE/TASK FORCE MEMBER _____	<input type="text"/>	<input type="text"/>	15
COMMITTEE/TASK FORCE MEMBER _____	<input type="text"/>	<input type="text"/>	15
ORGANIZING CHAPTER BOARD MEMBER _____	<input type="text"/>	<input type="text"/>	15
CHAPTER MENTOR _____	<input type="text"/>	<input type="text"/>	15
CHAPTER BUSINESS PLAN DEVELOPER _____	<input type="text"/>	<input type="text"/>	15
STRATEGIC PLANNING COMMITTEE MEMBER _____	<input type="text"/>	<input type="text"/>	15
SPECIAL EVENT MANAGER (TRADE SHOW, GOLF OUTING, ETC.) _____	<input type="text"/>	<input type="text"/>	10
OTHER _____	<input type="text"/>	<input type="text"/>	10

Speaker at CAI chapter program

PROGRAM TITLE/TOPIC _____	▼ DATE (MM/YY)	▼ LOCATION	POINT VALUE
	<input type="text"/>	<input type="text"/>	10
PROGRAM TITLE/TOPIC _____	▼ DATE (MM/YY)	▼ LOCATION	
	<input type="text"/>	<input type="text"/>	10

Exam administrator for CAI or CAMICB programs

CHAPTER _____	▼ DATE (MM/YY)	▼ LOCATION	POINT VALUE
	<input type="text"/>	<input type="text"/>	10
CHAPTER _____	▼ DATE (MM/YY)	▼ LOCATION	
	<input type="text"/>	<input type="text"/>	10

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II. CAI and industry-related organization service continued:

CAI headquarters speaker

POINT VALUE

TOPIC _____

▼ DATE (MM/YY)

▼ LOCATION

10

TOPIC _____

▼ DATE (MM/YY)

▼ LOCATION

10

Speaker for other organization on industry-related subject

POINT VALUE

SPONSORING ORGANIZATION/DESCRIPTION _____

▼ DATE (MM/YY)

▼ LOCATION

10

SPONSORING ORGANIZATION/DESCRIPTION _____

▼ DATE (MM/YY)

▼ LOCATION

10

Attendance at related organization seminars (3–5 hours = 5 points; 6 hours or more = 10 points)

POINT VALUE

SPONSORING ORGANIZATION/TOPIC _____

▼ DATE (MM/YY)

▼ LOCATION

▼ HOURS

5/10

SPONSORING ORGANIZATION/TOPIC _____

▼ DATE (MM/YY)

▼ LOCATION

▼ HOURS

5/10

SPONSORING ORGANIZATION/TOPIC _____

▼ DATE (MM/YY)

▼ LOCATION

▼ HOURS

5/10

Reviewer/developer of a CAI headquarters workshop, course or seminar

POINT VALUE

WORKSHOP/DESCRIPTION OF INPUT _____

20

WORKSHOP/DESCRIPTION OF INPUT _____

20

CONTINUED ON NEXT PAGE

II. CAI and industry-related organization service continued:

Authorship of article in CAI or other industry-related publication (Copies of published article must be submitted to receive credit. 500 word article = 10 points; 1000 word article = 15 points; 1500 word article = 20 points) POINT VALUE

ARTICLE TITLE _____

PUBLICATION NAME _____

▼ ISSUE DATE/PUBLISHED

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500 1000 1500 WORD ARTICLE

10/15/20

ARTICLE TITLE _____

PUBLICATION NAME _____

▼ ISSUE DATE/PUBLISHED

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500 1000 1500 WORD ARTICLE

10/15/20

ARTICLE TITLE _____

PUBLICATION NAME _____

▼ ISSUE DATE/PUBLISHED

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500 1000 1500 WORD ARTICLE

10/15/20

Reviewer of a CAI publication

POINT VALUE

TITLE _____

PUBLICATION _____

▼ ISSUE DATE/REVIEWED

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5

TITLE _____

PUBLICATION _____

▼ ISSUE DATE/REVIEWED

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5

Leader in an affiliated organization (List specific assignments.

Minimum one year of service required.)

▼ FROM DATE (MM/YY) ▼ TO DATE (MM/YY)

POINT VALUE

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10

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10

III. Community Associations Institute Professional Manager Code of Ethics

The Manager Shall:

1. Comply with current bylaws, standards and practices as may be established from time to time by CAI subject to all federal, state and local laws, ordinances, and regulations in effect where the Manager practices.
2. Participate in continuing professional education through CAI and other industry related organizations.
3. Act in the best interests of the client; refrain from making inaccurate or misleading representations or statements; not knowingly misrepresent facts to benefit the Manager.
4. Undertake only those engagements that they can reasonably expect to perform with professional competence.
5. Exercise due care and perform planning and supervision as specified in the written management agreement, job description or duly adopted Board policies.
6. Disclose all relationships in writing to the client regarding any actual, potential or perceived conflict of interest between the Manager and other vendors. The Manager shall take all necessary steps to avoid any perception of favoritism or impropriety during the vendor selection process and negotiation of any contracts.
7. Provide written disclosure of any compensation, gratuity or other form of remuneration from individuals or companies who act or may act on behalf of the client.
8. Insure that homeowners receive timely notice as required by state statutes or legal documents and protect their right of appeal.
9. Disclose to the client the extent of fidelity or other contractually required insurance carried on behalf of the Manager and/or client and any subsequent changes in coverage, which occur during the Manager's engagement if the amount is lower than the contract amount requires.
10. See that the funds held for the client by the Manager are in separate accounts, are not misappropriated, and are returned to the client at the end of the Manager's engagement; Prepare and furnish to the client accurate and timely financial reports in accordance with the terms of the management agreement, job description or duly adopted Board policies.
11. Recognize the original records, files and books held by the Manager are the property of the client to be returned to the client at the end of the Manager's engagement; maintain the duty of confidentiality to all current and former clients.
12. Refrain from criticizing competitors or their business practices; Act in the best interests of their Employers; Maintain a professional relationship with our peers and industry related professionals.
13. Conduct themselves in a professional manner at all times when acting in the scope of their employment.
14. Not engage in any form of price fixing, anti-trust, or anti-competition.
15. Not use the work products of colleagues or competing management firms that are considered proprietary without the expressed written permission of the author or the management firm.

Compliance with the Professional Manager Code of Ethics is further amplified in the Code Clarification Document provided by Community Associations Institute.

Last revised September 2006

III. Code Clarification Document

Last revised 2016

A. Authority

The Code derives its authority from the Community Associations Institute (CAI). CAI's Board of Trustees has established a minimum standard of professional ethical performance for those individuals who receive recognition or designations from CAI.

Those individuals or entities that apply for or hold professional designations from CAI are subject to this Code. Those designations include: PCAM[®], AMS[®], LSM[™], and AAMC.

B. Definitions

The Code shall apply in any manager-client relationship where the Manager receives some form of compensation for professional services offered or provided to the client.

Manager—a singular term which shall apply to all of the following persons or entities 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, or
- d. A firm, which is contracted by one or more clients, whether it is organized as a corporation, partnership, or other entity.

Because the Code is designed to establish a standard of conduct for the practice of managing community associations, it is equally applicable to individuals and firms. An individual who agrees to abide by this Code shall also be responsible to see that any other person or firm under his/her supervision shall comply with the Code.

Client—a singular term applying to one or more community association properties (condominium, home-owner association, cooperative, PUD, PRD, etc.) and their governing body. The client may employ the Manager directly or be under some form of independent contract with the Manager.

C. Amplification

CAI to further explain and define the Code of Ethics provides the following information.

The following explanations correspond to the numbered paragraphs in the Professional Manager Code of Ethics:

1. **Current standards or practices** are those numbered one through fifteen in the Code. Managers who practice in states with legislative requirements must comply with those laws. Managers shall not discriminate in any relationship, with any individual or firm, based upon race, color, religion, sex, national origin, familial status, or handicap and shall comply with all federal, state and local laws concerning discrimination. Managers shall not engage in any form of price fixing, anti-trust, or anti-competition with other Managers or Vendors.
2. **Continuing professional education** requirements are consistent with that Manager's designation. While CAI membership is not mandatory, the Manager must satisfy the designation requirement in order to use said designation. Additionally the Manager has a duty to remain informed on relevant matters affecting the industry.
3. **Act in the best interests of the client; Not make any inaccurate or misleading representations or statements to a prospective client; Not knowingly misrepresent facts to benefit the Manager;** the manager has a fiduciary duty/responsibility to the client and should at all times act in the best interests of the client. Managers should avoid exaggeration, misrepresentation, concealment, and knowingly distributing misinformation.

III. Code Clarification Document (continued)

4. **Undertake only those engagements that they can reasonably expect to perform with professional competence;** the Manager shall provide accurate information within his area of expertise and refrain from the unauthorized practice of other professions. No manager should provide any service or advice that is outside his or her field of competence which includes dispensing of professional advice that falls under the auspices of other disciplines such as legal representatives, engineers and contractors.
5. **Exercise due care and exhibit planning and supervision as specified in the written management agreement, job description, or duly adopted Board policies.** The intent of this statement is for the Manager to make a good faith effort to operate within the framework of the applicable employment/agent relationship and to abide by the terms of said agreement. Any failure of the Manager to fully comply with this requirement shall not be considered relevant unless the failure is material and/or willful.
6. **Disclosure of any possible conflict of interest** is the key here. An example may be of assistance. A Manager (individually or through a company) may have financial interest in a service contractor, supplier, or professional firm that 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 conflicts and any alternatives. The fact that the client may still choose the Manager's related entity is not a violation of the Code, provided ample disclosure was given.
7. **Provide written disclosure to the client of any compensation, gratuity or other form of remuneration from individuals or companies who act or may act on behalf of the client.** Written disclosure shall be made to the client by the Manager, confirming receipt of all commissions, rebates, discounts, payments, or other benefits received in excess of \$200.00 annually by the Manager from any vendor or vendor related client.
8. CAI recognizes that **insuring that homeowners have timely notice or that their appeal rights are protected** is limited by the extent that the Manager can influence his or her client. Thus, a Manager who makes reasonable efforts to properly advise the client has complied with this standard, even if the client chooses to reject the Manager's advice.
9. **Disclose to the client the extent of fidelity or other contractually required insurance carried on behalf of the Manager and/or client and any subsequent changes in coverage, which occur during the Manager's engagement if the amount is lower than the contract amount requires.** This standard does not require the Manager to carry fidelity insurance unless an AAMC company or required by the contract. The change is based upon any decrease in contractually disclosed/required coverage and/or fidelity bond coverage.
10. If the Manager is responsible for **handling funds** for a client, that client must have at least one, independent cash account. This standard does not preclude a Manager from initially depositing payments into a central account with funds promptly distributed to individual client accounts, nor does it prohibit a central disbursement or payroll account that is promptly reimbursed by each client's individual cash account. When a Manager's engagement has ended for a client, all funds must be returned to the client the earlier of:
 - the time limit under state statute, or
 - the time limit in the existing management agreement, or
 - within 30 days of the end of the Manager's engagement (see also #12)

The Manager shall prepare and furnish to the client accurate and timely financial reports in accordance with the terms of the management agreement, job description or duly adopted Board policies.

11. **Original records, files, and books** are those items that were given to the Manager at the beginning of his or her engagement or were developed by the Manager and/or the client during the period of the Manager's engagement. This definition may be further expanded by the management agreement. 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 separated from that data and software which are proprietary to 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.

III. Code Clarification Document (continued)

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 turn over all records, files, and books, he or she may retain photocopies of those key materials that might be necessary for the Manager in dealing with post-engagement client-related matters. Return of these items should be consistent with the schedule outlined in #10 above. The Manager shall maintain a **duty of confidentiality to all current and former clients**, commencing the effective start date of the relationship and continuing through infinity.

12. ***Refrain from criticizing competitors or their business practices; Act in the best interests of their Employers; Maintain a professional relationship with our peers and industry related professionals.***
13. Shall conduct themselves in a professional manner when acting in the scope of their employment. Self-explanatory.
14. Subject to all Federal, State and Local statutes, laws and ordinances.
15. Work products that are posted on the internet, e-mailed, presented as part of an education session or industry related networking exchange are not considered proprietary unless they are clearly labeled as proprietary documents or subject to further protection under the copyright or registration. Lists of clients along with their contact and confidential contract information that are maintained by a Management Company are considered proprietary.

D. Future

The Board of Trustees may expand application of this Code, and CAI reserves the right to update, or amend both the Professional Manager Code of Ethics and the Code Clarification Document. Any such revision, updating or amendment shall be promptly promulgated to CAI Manager members and, after due notice, will apply to all members subject to the Code.

E. E-mail as Official Correspondence

The Board of Trustees establishes e-mail as official correspondence in matters relating to alleged violations of CAI Professional Manager Code of Ethics. The CAI Designation Ethics Committee, Chief Executive Officer, or CAI staff designee, may elect to notify and or update a designee of a complaint that has been filed against their designation by e-mail, and upon doing so will make effort in tracking delivery of correspondence to ensure the designee has the opportunity to respond.

F. Disciplinary Action

After an internal investigation and hearing as provided in CAI's Ethics Enforcement Procedures Policy, a Manager found to be in violation of this Code shall face a sanction in accordance with the enforcement policies adopted by the CAI Board of Trustees. The extent of such sanction shall be commensurate with the nature, severity, and intent of the violation. In a situation where a firm, principal(s) or supervisory staff are involved, sanctions may be imposed on more than one individual or the firm itself.

III. Code Clarification Document (continued)

Please answer the following questions.

Have you ever been involved in reorganization for the benefit of creditors or in bankruptcy as a debtor? *If yes, attach a detailed explanation.* YES NO

Have you ever been convicted of a felony or misdemeanor (equivalents thereof), or imprisoned under sentence for any felony or misdemeanor (except traffic violations)? *If yes, attach a detailed explanation.* YES NO

Have you been found liable or had a judgment or consent decree entered against you in civil court related to any business or professional matter or in any other civil case (with the exception of any domestic or family law, e.g., divorce or child custody)? *If yes, attach a detailed explanation and include a copy of the judgment entered against you.* YES NO

Have you ever been convicted of fraud, misrepresentation, misappropriation of funds or property? *If yes, attach a detailed explanation.* YES NO

Do you know of any reason why you would be unable to obtain bonding? *If yes, attach a detailed explanation.* YES NO

Have you ever been subject to disciplinary action by any professional organization? *If yes, attach a detailed explanation.* YES NO

G. Signature

By signing below, I agree to abide by the CAI Professional Manager Code of Ethics and to be subject to disciplinary action as adopted by the Board of Trustees. All of the information provided by me is complete and correct to the best of my knowledge and belief. If I made or at any time make statements with knowledge of its falsity, I understand that it shall be cause for denial or revocation of the designation.

Further, if any circumstance changes my answer to any of the questions above, I will notify CAI Education/ Designations Department by providing a written statement and detailed explanation within 30 days. I will address the statement and detailed explanation to: CAI Designations Department, 6402 Arlington Blvd., Suite 500, Falls Church, VA 22042 or info@caionline.org.

PRINTED NAME

SIGNATURE

FIRM NAME (IF EMPLOYED BY A FIRM OR ARE A PRINCIPAL OR SUPERVISORY STAFF MEMBER OF THE FIRM)

PRINTED NAME AND SIGNATURE OF AN OFFICER OF THAT FIRM, IF APPLICABLE



6402 Arlington Blvd., Suite 500
Falls Church, VA 22042
www.caionline.org
(888) 224-4321