



Certified Meeting Professional
2012 HANDBOOK

A Guide to Application and Candidacy



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About This Document

This handbook contains all the policies and procedures related to Application and Candidacy for the CMP Program. It is the responsibility of each applicant, candidate, or CMP to be aware of these guidelines and to meet all required deadlines. This version of the CMP Handbook was released on December 23, 2011 and supersedes all previous versions.

CONVENTION INDUSTRY COUNCIL CONTACT INFORMATION

If you have any questions about the policies and procedures for the CMP application and examination, contact CIC.

Address: Convention Industry Council
700 N Fairfax Street
Suite 510
Alexandria, VA 22314

Phone: 1+571-527-3116

Fax: 1+571-527-3105

Email: cichq@conventionindustry.org

Office Hours: CIC office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m. (08:30 - 17:00) U.S. Eastern Time.

Website: The CIC website, www.conventionindustry.org, is a valuable resource for CMP candidates. In addition to CMP program information, the site includes a CMP Directory with names and contact information for all CMPs. Policy changes, date changes and new programs will be updated on the website.

Part I: About The Certified Meeting Professional

The Certified Meeting Professional (CMP) Program

The Convention Industry Council (CIC) launched the Certified Meeting Professional (CMP) program in 1985 to enhance the knowledge and performance of meeting professionals, promote the status and credibility of the meeting profession, and advance uniform standards of practice.

Today, the CMP credential enjoys worldwide recognition as the badge of excellence in the meeting, convention, exhibition, and event industry. The requirements for certification are based on professional experience and a rigorous examination. The elite CMP community now numbers more than 9,500 in 46 countries around the globe. This unique community represents every sector of the industry—from corporations and associations to government and institutional organizations.

The CMP program aims to increase the professionalism of meeting management professionals in all sectors of the industry by:

- Identifying a comprehensive body of knowledge in the meeting management profession.
- Establishing the level of knowledge and performance required for certification.
- Stimulating the advancement of the art and science of meeting management.
- Increasing the value of practitioners to their employers.
- Recognizing and raising industry standards, practices and ethics.
- Maximizing the value received from the products and services provided by CMPs.

Benefits of the CMP Designation

Meeting professionals who earn the global CMP designation show their overall dedication to the profession in addition to meeting the criteria to take and pass the examination. They show their continued commitment to excellence by maintaining their CMP status through continuing education and recertification.

The many benefits of a CMP designation include:

- Competitive marketing advantage: Having met the requirements to earn the CMP, the designation conveys to others your expertise in the planning, managing and execution of successful meetings.
- Authority to use the CMP designation on email signatures, business cards, and all forms and address.
- Recognition of your achievement through an industry press release.
- Professional development and increased knowledge of all aspects of meeting management gained during preparation for the CMP examination.
- Networking – CMPs are eligible to participate in exclusive CMP programs, including the annual CMP Conclave and invitations to attend CMP Breakfasts at industry meetings and events.
- Your listing within the CMP online directory located on the CIC website, www.conventionindustry.org.

How to Become a CMP

The CMP certification program is a two-part process in which you must complete the CMP application to demonstrate your eligibility, and then successfully pass a written examination covering the functions performed in meeting management.

CMP applications are reviewed after each application submission deadline. The CMP examination is administered in a computer based format at testing centers throughout the world.

Schedule of Application Submission Deadlines, Examination Periods & Test Center Locations can be found on the CIC website, www.conventionindustry.org.

The Certified Meeting Professional Board

The CMP Board serves as the voice for stakeholders dedicated to maintaining the highest industry standards. The responsibility of the CMP Board is to establish policies and procedures for the CMP program. Each of CIC's member organizations has representation on this board, and the members of the Board are appointed by the organization they represent. All members of the CMP Board are CMPs.

The CMP Testing Company

Prometric is an independent testing company currently under contract with CIC to administer the CMP examinations. Experts at Prometric work closely with CIC and the CMP Board to develop the exams that are used to evaluate a candidate's knowledge of the meetings profession. Prometric also scores the exam, sends the results to CIC and stores examination records. CIC Staff and the CMP Board of Directors oversee Prometric's activities to ensure that all components of the examination process meet certification standards.

Study of the Profession

Periodically, a study is conducted to make sure that the Certified Meeting Professional (CMP) examination is current. This study, also known as a job analysis, is designed to obtain descriptive information about the tasks performed in a job and the knowledge needed to adequately perform those tasks. The major purpose of this job analysis is to update the tasks and knowledge/skills that are important for competent performance by Certified Meeting Professionals. The development of a content-valid examination is based on validated tasks and knowledge/skills identified through the job analysis process.

CMP International Standards

The *CMP International Standards* (CMP-IS) is the *body of knowledge* for the Certified Meeting Professional program and examination. The CMP-IS defines and categorizes the skills, competencies and abilities an individual needs in order to be successful in the profession. The CMP-IS represents the most significant enhancement to the CMP body of knowledge since the start of the CMP program in 1985. Meeting professionals familiar with previous versions of the body of knowledge will not see radical changes to the skills and competencies, but there are several key ways the CMP-IS improves the CMP program:

- Updating to reflect current practices and occupational requirements to maintain a relevant examination and certification
- Insuring relevance and applicability to meeting professionals worldwide
- Creating a body of knowledge for the CMP program that is truly global in nature
- Enhancing the level of detail used when describing and categorizing tasks and skills
- Aligning the body of knowledge with other international standards
- Recognizing that the CMP body of knowledge represents a credible standard of competency

The CMP-IS are comprised of 10 domains, 30 skills and 106 sub skills. The ten domains identify the major knowledge base areas which compose the exam, with an indication of the percentage of the exam that will be devoted to that domain. The CMP-IS can be found at www.conventionindustry.org.

CMP Fees & Refund Policies

Fees must be paid by credit card (VISA, Master Card, American Express), international bank transfer, money order, cashier's check or personal check made payable to Convention Industry Council. All check payments must be in US Dollars drawn on a bank with a US address. All fees are subject to change at any time.

Fee Payment Policy

There is a \$25 USD service charge for processing each payment refused, including a check returned unpaid or chargeback by a financial institution. In the event this occurs the service charge will be added to the total fee due and CIC will only accept payment by money order or certified check. Any outstanding fees must be paid before proceeding to the next step in the CMP process.

Fees Related to the CMP Program	
CMP Application Submission Fee	\$225 USD
Exam Registration Fee	\$450 USD
Exam Cancellation Fee	\$125 USD
CMP Recertification Early Fee (January 1 - April 30)	\$200 USD
CMP Recertification Regular Fee (May 1 - August 31)	\$225 USD
CMP Recertification Late Fee (September 1 - December 31)	\$225 USD
CMP Recertification Lapsed Fee	\$350 USD
CMP Emeritus Fee	\$200 USD
CMP Certificate Reprint Fee	\$25 USD

The CMP Application Fee is non-refundable and all CMP fees are non-transferable.

PART II: APPLYING FOR THE CMP DESIGNATION

CMP Application Requirements

Section I *	Option 1	Option 2	Option 3
Professional Experience	36 months of full-time work experience	24 months of full-time work experience with a degree in hospitality	36 months as a full-time instructor at educational institution

+

Section II *	Option 1	Option 2
Internship or Continuing Education	Industry Internship	25 Clock hours of Continuing Education

**Applicants must select and meet the requirements for one (1) option under each section.*

Explanation of Application Requirements

SECTION I – PROFESSIONAL EXPERIENCE IN THE MEETING, EVENT, EXHIBITION AND HOSPITALITY/TOURISM INDUSTRY

Meeting, event, exhibition, and hospitality/tourism management hereinafter called “industry”

- Professional experience must be supplied for this section and a professional resume/ curriculum vitae must be enclosed with the application. A sample resume is provided at www.conventionindustry.org for your reference.

You may be eligible to apply for the CMP Examination if you meet one (1) of the following Section I requirements:

Option 1: PROFESSIONAL EXPERIENCE

- An applicant is currently or recently employed in the industry (within the previous twelve (12) months) with a minimum of 36 months qualifying full-time work experience.

Option 2: PROFESSIONAL AND EDUCATION EXPERIENCE

- An applicant is currently or recently employed in the industry (within the previous twelve (12) months) with a minimum of 24 months qualifying full-time work experience AND holds a bachelor’s degree or international equivalent in meeting, event, exhibition, and hospitality/ tourism management. All professional experience and other meeting management activities submitted must have occurred in a professional context, not earned during academic study.
- To receive credit for the degree, the applicant must submit a transcript from the institution, or a copy of the diploma or certificate of completion. (If the degree or diploma is presented in a language other than English, a translation must be provided.)

Option 3: PROFESSIONAL EXPERIENCE IN ACADEMIA

- An applicant is currently a full-time instructor of meeting, event, exhibition or hospitality/ tourism management at an educational institution or university program with 36 months of full-time experience in academia.
- To receive credit for full-time teaching at an educational institution or university program, the applicant must submit an official course outline or syllabus.

Notes:

- Meeting and event experience is defined as being employed within the industry in a position with responsibilities and decision-making authority that would impact the results of the meeting.
- Experience and coursework must be completed at the time the application is submitted.
- Volunteer work and part-time employment do not count toward fulfilling the professional experience requirement.
- If you have more than four (4) positions, please download the supplemental page(s) found at www.conventionindustry.org.

Example:

Job Title: <i>Director of Meetings and Exhibitions</i>
Name of Organization/Company: <i>XYZ Association</i>
Type of Organization/Company: <i>Professional Development Association for Teachers</i>
Start/End Date:
From: <u>01/2000</u> To: <u>06/2004</u> Total months: 53 (MM/YYYY) (MM/YYYY)
Months are counted as 1 st of the month to 1 st of the next month.
Job Description / Duties:
<i>Oversee Meetings Department staff of 5. Manage the abstract proposal collection and review for XYZ Annual Meeting. Responsible for site selection for all XYZ Meetings (RFPs, site visits, contract negotiation, etc.) Oversee logistical planning for all XYZ meetings including F&B arrangements, Audio Visual, Signage, housing block management, VIP room block, VIP amenities & ground transportation Pre/Post Event Evaluations. Oversee Exhibits and Sponsorship management including general services contractor selection, exhibit sales, sponsorship solicitation and agreement fulfillment, manage exhibit subcontractor relationships including photography, floral, lead retrieval, and shipping. Management of all printed Materials (Brochures, Programs, On-site Addendums, etc.)</i>

SECTION II – INTERNSHIP OR CONTINUING EDUCATION REQUIREMENTS

You may be eligible to apply for the CMP Examination if you meet one (1) of the following Section II requirements:

Option 1: INDUSTRY INTERNSHIP

- An applicant must have completed a structured, supervised industry internship with a minimum of 200 hours of work experience **with** a professional organization through an accredited educational institution or university.
- To receive credit, applicants must complete the information on the application and attach a letter from the faculty/internship advisor or internship supervisor certifying the completion of the internship.

Option 2: CONTINUING EDUCATION

- An applicant must have completed 25 clock hours of qualifying industry-related continuing education within the past five years. In order for the continuing education to qualify it must directly relate to at least one of the key domains of the CMP-International Standards (CMP-IS). The CMP-IS is the body of knowledge for the CMP examination. It is not required that you have education in all domain areas. Internal training may qualify if it relates to the CMP-IS. A complete description and learner outcomes must be provided from the organization in order to be considered for credit. To receive credit, applicants must be complete the information on the application and provide documentation verifying attendance for each continuing education component. Acceptable forms of documentation are:
 - Registration confirmation
 - Payment Receipt
 - Organization transcript
 - Certificate of completion
 - Badge or on-site program
 - Course information (such as a course description, learner outcomes, course handouts, etc.

Notes:

- Clock hours are the direct amount of time spent in the classroom/session. (1 hour in session = 1 clock hour).
- CEUs conversion = 0.1 CEU is equivalent to 1 clock hour.

CEUs to Clock Hours Conversion Chart				
Length of Instruction	60 Minutes	90-120 Minutes	121-180 Minutes	181-240 Minutes
CEUs	.1 CEU	.2 CEU	.3 CEU	.4 CEU
Clock Hours	1 Clock Hour	1.5-2 Clock Hours	2.5-3 Clock Hours	3.5-4 Clock Hours

- Live and On-Demand webinars can be used towards continuing education hours.
- The specific name of each educational session/course must be supplied. Providing the name of the annual meeting or conference will not be accepted.
- Specific dates of attendance must be supplied. Submitting a range of dates will not be accepted.
- Only the major domain area needs to be provided on the application.
- Networking receptions and meal functions without an educational component do not qualify for continuing education hours.
- Exhibit hall hours do not count toward continuing education hours.
- If you have more than twelve (12) continuing education courses to submit, please download the supplemental page(s) found at www.conventionindustry.org.

Application Submission Instructions

To ensure that your application is accepted for review, please adhere to the following instructions when submitting your application:

- It is the responsibility of the applicant to be aware of and meet all deadlines associated with the program.
- Submit the completed application form, fee payment and supporting documentation to the CIC office by the published deadline. **Your application and fee must be RECEIVED in the CIC offices by 5:00 pm (17:00) US Eastern Time by the corresponding application submission deadline.**
- Applications received after the published deadline will be processed during the next application review cycle.
- Applications must be filled in completely and legibly, or they will not be evaluated. In the case of this occurrence, CIC will notify the applicant via email. Unevaluated applications will be returned upon written request, accompanied by payment of a \$25 return fee.
- Applicants will receive an email acknowledging receipt of their application. This is not a payment receipt or application approval confirmation.
- Supporting documentation must be enclosed with the original application. This includes required documentation as well as optional supplemental documentation. Please refer to the application instructions on pages 5-6 for specific information on all the required documentation. *All documentation (transcripts, diplomas or certificates of completion, etc.) must be submitted with the application form in English. If these documents are in a language other than English please provide translations of these documents into English.*
- Make a copy of your completed application for your personal records as reviewed applications become the sole property of CIC and will under no circumstances be released back to the applicant. Submit completed applications to:

CMP Application Department
c/o Convention Industry Council
700 N Fairfax Street
Suite 510
Alexandria, VA 22314 USA

It is strongly suggested that all applicants utilize a trackable delivery method such as Federal Express, UPS, DHL, etc., that offers delivery confirmation.

Due to application volume, CIC is unable to verify receipt of applications via telephone or email.

Application Submission Fee

- The CMP Application Submission Fee is **non-refundable** and **non-transferable fee**.
- This fee entitles the applicant to a thorough review of their application to determine eligibility.
- **There is no option for late submission of applications for a specific exam cycle, even for an additional fee.**

Application Review

The CMP Board, CIC staff, and trained CMPs review all applications to determine an applicant's eligibility. Applications are reviewed at the close of the submission period. Approximately two (2) weeks following the application deadline, applicants will receive notification via email from CIC regarding the status of their application.

Eligible Applicants

Applicants who are eligible to take the examination will receive an eligibility notification via email from CIC. This correspondence will include examination registration and appointment scheduling instructions. Once this notification has been received, the candidate must then register with CIC and pay the examination fee by the registration deadline in order to take the examination. Following registration with CIC, the candidate must then schedule their exam appointment with Prometric by the scheduling deadline.

Denial of Eligibility

Based on the information provided on the application, an applicant may not meet the minimum requirements to be eligible for the CMP examination.

An application may be rejected if it is incomplete, illegible, does not reflect the applicant's most recent professional experience (i.e. the application is not current), includes activities or experience not relevant, if information is misrepresented or if supporting documentation is not included or is not in English. Careful attention to detail in completing the application process detailed in this document will help avoid these problems.

If an application is deemed ineligible for the CMP examination, CIC will send notification via email indicating the sections of the application where the minimum requirements were not met. Applicants who choose to reapply must complete an updated application, pay the application submission fee and submit for the next application deadline.

Application Appeal Process

An applicant who has been notified of ineligibility has one (1) opportunity within fourteen (14) calendar days of the notice to appeal the application decision. This appeal process is the applicant's opportunity to clarify or provide further explanation of any items that were deducted by the reviewers. Appeals must be submitted in writing to the CIC office. Appeals will be accepted via email: cichq@conventionindustry.org or fax 1+571-527-3105.

All appeals must include the following information:

- Official Appeal cover letter addressed to the Chair of the CMP Board c/o the CMP Program Director at the CIC address provided on page 2 (if in email form, subject line must read: CMP Application APPEAL - Name)
- All additional supporting information for consideration must support what has already been submitted. Supporting information must have been completed prior to application submission date.

CIC Staff cannot assist applicants with their appeals, nor can they offer any additional information beyond what is noted in the ineligibility notice.

Appeal is not allowed for applications judged ineligible due to missing pages or where information was misrepresented. Applications containing fraudulent or willfully misrepresented qualifications will result in the permanent disqualification of the applicant.

The parties in the appeal process are strictly limited to the Applicant, CIC Staff and the CMP Board of Directors. Applicants should refrain from engaging any other parties to write letters of support, make telephone calls or otherwise attempt to influence the appeal process. Doing so may result in immediate termination of the appeal.

Time Limit for CMP Eligibility/Candidacy

Candidates have one (1) year from the time they are notified of their eligibility to take and pass the examination. This eligibility period offers candidates flexibility in registering to take the exam so candidates should choose an examination period that best fits their schedule.

Candidates who do not take and pass the examination during this time period must reapply, pay the current application submission fee, and receive approval on the application to be considered eligible to take the examination again. The period of eligibility after reapplication is one (1) year. The fee schedules in effect at the time of reapplication will apply.

Candidate Confidentiality

The identity and information concerning all CMP applicants and approved candidates is confidential. Information concerning an applicant's status is communicated directly to the individual via email. Application review results are not provided over the phone or to any third party. All application reviewers are required to sign a confidentiality and non-disclosure agreement before reviewing applications.

PART III: THE CMP EXAMINATION

Registering for the Examination

Upon receiving notification from CIC that your application was approved, you are eligible to register to take the examination. Detailed instructions on completing the registration and appointment scheduling process are included in the email notification announcing application review results.

During the exam registration period, candidates will register and pay the examination fee with CIC. It is strongly recommended that candidates register online. If mailing a registration, please allow extra time for processing. CIC offers an affordable payment plan for registering for the examination. Please visit CIC website for more information.

Requests for special accommodations must be made at the time of registration. All requests will be evaluated to determine if special accommodations will be provided.

Once a candidate has registered with CIC they will need to schedule their exam appointment with Prometric. Appointment scheduling can be done online or by phone. Regardless of the method used to register for the examination, candidates are responsible for meeting all scheduled deadlines associated with the program.

Examination Fee

The examination registration fee is valid for one examination only, a copy of examination results and score report, and one CMP certificate upon receiving a passing score.

Scheduling Examination Appointment

Once you have completed your registration with CIC, you will receive instructions via email on how to schedule your examination appointment with Prometric. Appointments can be scheduled online at www.prometric.com/CIC or by telephone through Prometric. For candidates in North America the toll-free number 800-597-5833. Telephone scheduling hours are Monday through Friday 8:00 AM to 8:00 PM US Eastern Time (closed on local holidays).

For international candidates, a listing of telephone numbers can be found at: www.prometric.com/CIC/EMEAAP for candidates in Europe, Middle East and Africa, and www.prometric.com/CIC/APACAP for candidates in Asia Pacific countries.

Prometric schedules appointments on a first-come first-served availability basis, so the sooner you make your appointment, the better the chances that your preferred time and date will be available. CIC recommends that you utilize the online scheduling system at www.prometric.com/CIC, as this system is available 24-hours a day, seven days a week. Please note that if CIC has granted a special accommodation, you cannot schedule your examination appointment online. Special accommodations appointments must be scheduled through Prometric's Special Accommodations Department at 800-967-1139.

Examination Testing Centers

The Prometric network of testing centers has hundreds of locations throughout the world. Find your nearest location at www.prometric.com/CIC.

Exam Rescheduling Policy

Candidates are allowed to reschedule the exam appointment an unlimited number of times during the same ten (10) day testing window. Rescheduling must be done by 12 PM US Eastern Time, five (5) business days prior to the exam date. If a candidate chooses to reschedule their appointment there is a \$75 rescheduling fee each time they reschedule. To reschedule an exam appointment contact Prometric at www.prometric.com/CIC or 800-597-5833. CIC cannot process examination rescheduling requests; they must be processed by Prometric.

Examination Cancellation Policy

Candidates may cancel their examination registration with the applicable cancellation fee (see page 4) prior to thirty (30) calendar days of their examination appointment. A cancellation request must be submitted in writing (via mail, fax or email) to CIC AND the examination appointment must also be cancelled with Prometric to be eligible for a partial refund. Refund amounts (original payment less cancellation fee) are refunded via the original method of payment. CIC reserves the right to deny refunds. CIC cannot postpone registrations for the examination and/or transfer fees to future examinations.

Cancellations made less than thirty (30) calendar days prior to the examination appointment and no-shows on the day of the examination will result in forfeiture of the entire examination fee.

Exceptions to the Cancellation Policy: The CIC recognizes that serious issues may arise that could prevent a candidate from canceling their registration within the timeframe prescribed above. There are five (5) acceptable reasons for canceling an examination registration less than thirty (30) calendar days prior to the examination date:

- Serious illness or disabling injury—either you or an immediate family member (spouse, child, parent, etc.)
- Death in the immediate family (spouse, child, parent, etc)
- Court appearance or jury duty
- Unexpected military duty call-up
- Civil disobedience or acts of terrorism/war

A candidate who fails to appear for a scheduled examination appointment due to one of the reasons listed above must submit the reason for failing to appear in writing to CIC within fourteen (14) calendar days following the scheduled examination date. The written request must be accompanied by meaningful documentation supporting the claim. Upon review of the written request and accompanying documentation, approved requests will be issued a refund less the applicable cancellation fee.

Acceptable forms of documentation are:

Serious illness or disabling injury: Doctor's note, emergency room admittance, etc., with the date of the medical visit

- Must be signed by a licensed physician and include contact information for physician
- Does not need to include details of the illness or emergency, but the doctor should indicate that the condition prevents the candidate from testing

Death in the immediate family: Death certificate or doctor's note

- Must be signed by a licensed doctor or mortician and include contact information

Court appearance or jury duty: Court or jury summons, subpoena

- Must include date and specifically include name of the candidate

Military duty: Duty letter

- Must include date and specifically name the candidate

For injuries and illnesses to be considered acceptable, documentation must prove that the onset of the injury and/or condition occurred AFTER the candidate registered to take the exam OR that the injury and/or condition worsened AFTER the date of registration. Childbirth is not an acceptable reason to cancel, however complications thereof would be acceptable if meaningful documentation can be provided as outlined above.

CIC reserves the right to request further evidence to support the reason for failing to appear. If a reason is accepted, the candidate's examination fee will be refunded via the original method of payment less the applicable cancellation fee. The candidate must re-register and re-pay the full examination fee for a future examination that occurs within the candidate's remaining eligibility period.

Accommodations for Candidates with Disabilities and Other Special Considerations

CIC and its testing agency, Prometric, comply with the provisions of the Americans with Disabilities Act (ADA) (42 USCG Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et. seq.). CIC utilizes the guidelines put forth in the documents listed above to address similar requests made by candidates outside the U.S. Any individual who has a physical or cognitive impairment or limitation that prevents him/her from taking the examination under standard testing conditions may request special testing arrangements. The types of accommodations that may be provided include a person to read and/or mark the answer sheet, extended testing time (if requesting extended time, please indicate how much time is needed), and/or a separate testing room.

When submitting an examination registration form, include a separate formal letter describing each of the following:

- Candidate's disability or special need
- Adaptations the candidate is requesting
- Documentation from a physician or other appropriate diagnostic authority concerning the disability and special needs

Documentation from a physician or appropriate authority (e.g., psychologist, vocational specialist, etc.) is required to confirm the candidate's special needs and testing adaptation request. *This documentation must be submitted at the time of examination registration. Due to the arrangements that must be made to accommodate such requests, no requests submitted to CIC after the examination registration deadline can be accommodated.*

After reviewing requests, CIC will confirm any special arrangements. CIC will make every effort to assist with special requests, except when it may alter the examination or results, or if it causes an undue burden on the testing center. There is no additional charge for special arrangements.

English as a Second Language

The CMP Examinations are presented only in the English language. Candidates whose primary language is not English may request an additional thirty (30) minutes of time in which to take the examination. In order for CIC to evaluate a request for extra testing time, the candidate must submit documentation along with the request to CIC that proves English as a Second Language (e.g. proof of citizenship, passport, etc.). *Requests and supporting documentation must be submitted at the time of examination registration.*

About the Examination

Prometric is responsible for the administration of the examination and all examination score reporting. The employ of an independent testing agency is one factor that sets the CMP program apart from many other certifications. The professional testing agency assures that examination security measures are strictly observed, that instructions and procedures are consistent regardless of examination location and that question development and reporting of scores is free from bias.

The CMP examination is computer based and is comprised of 165 multiple choice questions. The examination contains 150 operational questions (scored) and 15 non-graded questions (referred to as pre-test questions). Please refer to the section "Pre-testing" below for additional information on this topic. The examination is offered only in the English language and translation into other languages is not available. All questions on the examination undergo an extensive review process by a group of meeting subject-matter experts. These experts, as well as testing experts, ensure that the examination accurately measures a meeting professional's level of knowledge.

Only questions that measure competency and skill are included on the examination. Each time the examination is offered, it is a different examination comprised of a new selection of questions from the CMP Item Bank—a database of examination questions prepared by the meeting subject-matter experts, including CMPs.

Four possible answers are provided for each multiple choice question. Only one of the four answers is correct. There are no trick questions. There are no "all of the above" and "none of the above" responses. Because the examination is designed to measure competency rather than academic excellence, the examination is scored by computer as either pass or fail. Exam questions that include measurements are provided in metrics and feet. No conversions are necessary. Examination candidates are allotted three (3) and one half hours in which to take the examination.

Pre-testing of Examination Questions

Pre-test questions are newly written or revised questions. These questions are included on the examination in order for CIC to obtain statistics on the performance of each question. The pre-test questions are inserted randomly throughout, are not labeled as pre-test and do not contribute to a candidate's score. Pre-testing allows CIC to remove any problematic questions and add only valid and reliable questions to the examination question bank.

What to Bring on Examination Day

Candidates must have the following items, or they will not be admitted to the examination:

- Test confirmation number
- One form of valid, government-issued photo ID with a signature (e.g., driver's license or passport). If you are testing outside of your country of citizenship, you must present a valid passport. If you are testing within your country of citizenship, you must present either a valid passport, driver's license, national ID or military ID. The identification document must be in Latin characters and contain your photograph and signature. If candidates fail to bring the proper identification with them on the scheduled examination day, they will not be allowed to take the examination and will be considered absent and will forfeit the full examination fee.

All personal items, such as purses, book bags, cell phones, etc., must be locked in a locker for test security purposes, so please limit what you bring to the testing center. As room temperature at examination locations may vary, candidates should bring a jacket or sweater for personal comfort. *Please note that visitors are not allowed in the test center and childcare is not provided.*

On Examination Day

Provided Materials

Candidates will be provided with an on-screen calculator, two erasable note boards, dry erase markers and an eraser.

Prohibited Aids

Candidates are not allowed to use aids of any kind except the calculators and note boards provided. Aids prohibited include dictionaries, books and papers, of any kind, slide rules, or rulers. Cellular phones, beepers and other electronic devices must be TURNED OFF and secured in a locker.

Reporting Time

Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. Prior to the day of the examination, candidates should identify the exact examination location, the best way to get there and where to park.

Late Arrival

If a candidate arrives more than 15 minutes late for a scheduled appointment Prometric Testing Center (PTC) staff may choose not to seat the candidate if doing so disrupts the PTC's other scheduled appointments. If the PTC does not seat the candidate due to late arrival, there will be no refund of the candidate's examination registration fees. There are no exceptions to this rule.

Weather Emergencies

A scheduled examination appointment will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the testing center inaccessible or unsafe, the examination appointment will be canceled. If a testing center has been affected candidates will be contacted by Prometric via email and/or phone. Candidates can also call 800-597-5833 for information.

Examination Check-In Procedure

Candidates will check in with the PTC staff. All candidates will be required to sign the Prometric logbook and the signature in the logbook will be checked against the signature on the candidates ID. Candidates will be required to sign the logbook when taking unscheduled breaks and upon completion of the examination. No one may enter the examination center without registering through CIC and scheduling an appointment with Prometric.

During the Examination

You will be assigned to a testing station once you have completed the check-in process. There will be a tutorial which provides a series of screens that orient you to the computer testing environment and gives you an opportunity to become familiar with each feature before beginning the examination. You will have up to 15 minutes to use the tutorial, as indicated by a "Time Remaining" box on your testing screen. Once you have completed the tutorial the examination will begin.

- No personal "scratch" paper, notes, or other personal aides are permitted in the testing area. A white board and markers will be provided for notes during the examination.
- No food, beverages or smoking are permitted while taking the examination.
- To use the restroom, candidates should notify the Test Center Administrator (TCA). Candidates will not be given additional time for bathroom breaks.
- There will be no conversing with the TCA or other individuals in the testing room regarding examination questions.

Examination Tips

These tips will help you during the examination:

- **Relax.** This will help you be more alert and reduce physical stress.
- **Find the right work pace.** Don't rush or go too slowly. Find a pace that is comfortable.
- **Follow the directions and work carefully.**
- **Read all of the options for each question before marking the answer.**
- **Skip difficult questions,** or mark them for later review and come back to them. Make an informed guess if you are not sure of an answer. There is no penalty for guessing*.

** Both the questions that you do not answer and wrong answers are counted as wrong responses. Whether a candidate passes is based on the total number of correct responses.*

Exam Question Petition Process

At the end of the exam, candidates will be given the opportunity to provide the CMP Board comments or concerns regarding specific examination questions. These comments will have no bearing on the candidate's score results. Comments will be reviewed by members of the CMP Board on a regular basis to ensure exam quality.

Examination Security

Any candidate who gives (or receives) help to (or from) others during the examination will be asked to leave the room. Anyone involved in such behavior will be reported to the CMP Board and his/her examination will not be scored. Examination fees will not be refunded and the candidate will be prohibited from taking the CMP examination again.

The performance of all candidates is monitored and may be analyzed to detect fraud. Candidates who violate security measures will not have their examinations scores validated by CIC.

All examination materials, including all questions and all forms of the examination, are copyrighted and the property of CIC. Any distribution of these materials through reproduction, oral or written communication, is strictly prohibited and punishable by law.

Concerns at the Time of Examination

Candidates who believe something associated with the examination process impacted their ability to successfully complete the examination should immediately bring their concerns to the attention of the Testing Center Administrator (TCA). Any issue not brought to the attention of the TCA must be reported in writing to the CIC office within three (3) business days of the examination. Failure to bring an issue to the attention of CIC within three (3) business days of the examination may result in CIC's declining to take the issue into consideration.

Exam Results Confidentiality

The identity and information concerning all CMP candidate information is confidential. Information regarding examination results is communicated in writing from Prometric directly to the candidate. Examination results are never provided over the phone.

Examination Results Notification

Prometric will notify examinees of PASS or FAIL status; numeric scores are not released to passing candidates.

The July 2012 exam results will be mailed by Prometric within eight (8) weeks of the examination date.

Beginning in November of 2012 you will receive your "unofficial" score results immediately following completion of the examination at the testing center. These results will indicate whether you have passed or failed the exam; however, this is an unofficial exam result and should be treated as such. Your score will become official thirty days from the examination, unless you are contacted directly by CIC.

CMP certificates are mailed to successful candidates by CIC approximately four (4) to six (6) weeks after receipt of the score report.

Scoring of the Examination

Your score is based only on the total number of correct answers that you select; it is your advantage to answer all questions. Candidates do not compete with one another and there is no limit to the number of candidates who can pass a given examination.

Score Reporting

For the CMP Examination, there is one reported PASS or FAIL decision score. Scores are determined by converting the number of questions answered correctly to a scale score that ranges from approximately 20 to beyond 55. You need a total scale score of at least 55 to pass the examination.

Passing candidates receive a score report saying a brief message about achieving a PASSING SCORE; no numerical scale score is reported to passing candidates. If you receive a score report that says PASS, you have mastered the knowledge required at a level judged by CIC to represent the minimum to receive the CMP credential.

Failing candidates receive a score report with one reported scale score between 20 and 54. Failing candidates receive a score report with YOUR SCORE reported as a number.

Your score tells you how far away from 55 or passing you are. If you receive a numeric score, you have not mastered the knowledge that is required to become certified at a level judged by CIC to represent the minimum to receive the credential. Your numerical score is reported along with a diagnostic message for each of the 27 Functions included in the examination.

The diagnostic messages are intended to help you identify Functions that contributed to your failing score by showing areas of strength and weakness: diagnostic sub-scores are not designed to be consistent with subsequent performance; these messages are to help focus failing candidates' study for subsequent examinations. The two CMP diagnostic messages are reported to failing candidates are as follows:

Below the level of minimum competence
At or above the level of minimum competence

Examinations are developed from the same set of content and statistical specifications with the levels of difficulty of the examinations to be comparable.

Scoring Methodology

A scale score is a transformed raw examination score (the number of examination questions answered correctly). The raw score has been transformed into other measurement units, a scale score. To interpret any examination score, a uniform frame of reference is required. Scale scores provide that frame of reference based on the standard adopted by the Convention Industry Council of the amount of knowledge necessary to pass without regard to the specific examination form or version taken. A scale score of at least 55 is required to pass. *Please note that a scale score is neither the number of questions you answered correctly nor the percentage of questions you answered correctly.*

The passing score was established via a systematic procedure (Cut-Score Study) that employed the judgment of a representative group of Certified Meeting Professionals with the assistance of staff from Prometric. This group of CMPs recommended to CIC a standard of what a minimally competent meeting professional needs to know about the tested content to obtain a passing score. The decision regarding the passing score was made by the CIC and was transferred through use of statistical procedures to the examination you were administered.

Retaking the Examination

If a candidate is not successful on the CMP examination, he/she may register to take it again within the one (1) year eligibility period. The full examination registration fee is due by the scheduled registration deadline for each subsequent registration for an examination. A candidate may not schedule and take the examination during the same testing window.

PART IV: CMP STUDY OPTIONS

Preparing for the CMP Examination

The CMP Examination evaluates the skills and knowledge of meeting professionals. It is not something for which a candidate can study or prepare for at the last minute. Candidates may prepare for the examination with a careful review of the practice of meeting management, either individually or as part of a study group. The CMP-IS should be used as a study guide and provides the number of questions for each domain and skill.

Study References

The following references are necessary for review of the functions performed by meeting professionals:

- *The Convention Industry Council Manual*, 8th Edition, Edited by David McCann, McCann Media Services, Convention Industry Council (www.conventionindustry.org)
- *The Convention Industry Council International Manual*, 1st Edition, Edited by Mary E. Power, CAE, Convention Industry Council (www.conventionindustry.org)
- *Professional Meeting Management*, 5th Edition, Edited by Glen C. Ramsborg, Ph.D., Professional Convention Management Association (www.pcma.org)
- *The APEX (Accepted Practices Exchange) Glossary*, Convention Industry Council, (www.conventionindustry.org)
- *IAEE (Formerly IAEM) Guidelines for Display Rules & Regulations*

About CMP Study Groups

CIC is responsible for administration of the Certified Meeting Professional (CMP) program and, as is common for most certification programs, does not offer or endorse review or study courses for program participants. The focus of CIC is on credentialing and examination development to maintain the high degree of credibility of the CMP designation and to ensure program integrity.

The majority of CMP study groups are formed by CIC's member organizations at the chapter level, as part of continuing educational efforts. Some CIC members offer CMP information sessions at their annual meetings. Please refer to the CIC website www.conventionindustry.org for more information about CIC member organizations. CIC recognizes the CMP support and promotion CIC member groups provide by offering study sessions. Most candidates report that participation in such groups is helpful, both educationally and as assistance in preparing for the examination. Research indicates that those who participate in study groups have slightly higher scores on CMP examinations than those who do not.

Several CIC member organizations support the CMP program by offering study groups. Please contact the following organizations for information about study groups:

- Meeting Professionals International | +1-972-702-3000 | www.mpiweb.org
- Professional Convention Management Association | +1-312-423-7262 | www.pcma.org
- Society of Government Meeting Professionals | +1-703-549-0892 | www.sgmp.org

In order to maintain certification purity, all study groups and online courses are controlled and managed by the member organizations that offer them. Questions and comments regarding study groups should be directed to that organization. All questions concerning applications or the examination should be directed to CIC.

Strict security measures are taken to prevent the removal and/or reproduction of examination questions. Use caution when purchasing study guides or paying for review courses that claim to address actual examination items. *CIC offers the only official "Practice Examination" for candidates.* Additional information on CIC's official practice examination can be obtained by accessing the "Practice Examination" section on the CIC website <http://www.conventionindustry.org/CMP/CMPCandidates/CMPPrep.aspx>. The questions contained in the practiced test are actual retired items from the CMP Question Bank.

How to Select a CMP Study Group

In order to improve the accuracy and consistency of information offered by CMP study groups, the CMP Board and CIC staff created a reference for study groups and candidates. CIC makes every effort to update CMP study group leaders on changes to CMP policies and procedures. However, it is the responsibility of the candidate to ensure that study group activities are based on these guidelines:

- Whether teaching a study course, facilitating a program, a speaker or a CMP candidate preparing for the exam, it is important to know that only members of the CMP Board see the content of CMP examinations.
- Examination questions are continually updated to reflect the current practice of meeting management. Many new questions are featured and will continue to appear on the test as the examination question bank is reviewed monthly.
- Any group outside the CMP Board that claims to know what exact information will be on a particular test is simply misrepresenting themselves.

CMP Study Group Leader Code of Ethics

CMP Board and CIC have developed the CMP Study Group Leader Code of Ethics agreement. CMP Study Group Leaders are required to sign the "CMP Study Group Leader Code of Ethics" agreement in order for their contact information to be listed on the CIC website as a CMP Study Group Leader and to receive updates on CMP policies and procedures. The purpose of the agreement is to encourage the growth of quality study programs throughout the world.

The agreement also serves to protect CMP candidates. CIC encourages candidates who are interested in joining a study group to participate in study groups that have agreed to adhere to the Study Group Leader Code of Ethics and have signed the agreement. Only CMP Study Group Leaders who have signed the agreement will be listed on the CIC website. Study Group Leaders determined to be in violation of the Ethics agreement will be removed from the CIC website. Refer to the CIC website www.conventionindustry.org to view a copy of the CMP Study Group Leaders Code of Ethics agreement and for a list of CMP Study Group Leaders.

Studying for the Examination

All questions on the CMP examination are multiple choice questions, with only one correct answer. Each item presents a problem solving situation for the meeting professional to resolve. The examination emphasizes these types of questions because they test how well candidates can process information and situations to reach the appropriate solution, a skill essential for successful meeting management.

The following steps may help candidates prepare for the examination:

- Take the CMP practice examination offered by CIC. Log onto the CIC website for details. NOTE: Access to the CMP practice examination is limited to approved CMP candidates.
- Review the major topics that will be included on the examination. These can be found in the CMP-IS.
- If English is not the candidate's native language, it is recommended that the candidate prepare for the exam in the language that is most comfortable.
- Take the sample study questions at the end of each reference section (if applicable).
- Candidates do not compete with one another. There is no limit to the number of people who can pass the examination, so participating in a study group may be a good way to review functions and share knowledge with other CMP candidates.

Online Study Options

The CIC endorses PCMA's CMP Online Prep™ Course as the ONLY official online course for the CMP examination. PCMA's CMP Online Prep Course addresses topics presented on the rigorous CMP examination through a 23-module interactive course.

Features Include:

- Self-Assessment Inventory with immediate feedback on strengths and areas for improvement
- Pretest and Posttest for each module with immediate feedback
- Overview and learner outcomes included with all 23 modules
- Specific and relevant reading assignments from each of the three recommended texts: *CIC Manual*, Eighth Edition; *CIC International Manual*, First Edition; and PCMA's *Professional Meeting Management*, Fifth Edition (*PMM5*)
- Comprehensive PowerPoint study outline to guide participants through the course material
- Two timed practice exams following the course that replicate the actual CMP® Examination in terms of length and number of test items
- Additional section with expert tips on studying and preparing for exam day
- Upon completion of the course, participants earn seven (7) CEUs

For more information, please visit www.pcma.org/CMP.

Official CMP Practice Examination

The CIC currently offers a 27-question CMP Practice Exam, developed by the Certified Meeting Professional (CMP) Board to give candidates an instant opportunity to learn how exam questions are structured. For more information please visit www.conventionindustry.org

Sample CMP Examination Questions

The following examination questions have been released from the CMP Item (Question) Bank in order to illustrate the types of items that comprise the CMP Examination. The questions contained below are actual retired items from the CMP Item Bank. CIC also offers the only “practice examination” for candidates. The questions contained in the CIC “practice exam” are also actual retired items from the CMP Item (Question) Bank. Use caution when utilizing sample or practice examinations from any other source.

1. The meeting professional with ABC Corporation receives a telephone call from a client who needs to hold a meeting with 100 attendees within the next four weeks. What is the FIRST action the meeting professional should take?
 - a. Reserve sleeping rooms and meeting space
 - b. Prepare a meeting budget
 - c. Secure travel arrangements
 - d. Determine the purpose and goals of the meeting

2. As a speaker for a conference on Asthma, you will be presenting your educational materials to an audience of 600 respiratory therapists. Based on research in adult education, what method would be MOST effective in presenting the materials?
 - a. Lecture
 - b. Visuals
 - c. Discussion group
 - d. Panel discussion

3. An organization is sponsoring a 1-hour reception for 500 people. How many bartender stations should the meeting professional order?
 - a. 2
 - b. 5
 - c. 10
 - d. 15

4. How is the MAXIMUM good viewing distance from the projection screen to the last row of seats calculated? (Assume that the image fills the screen.)
 - a. Four times the height of the screen
 - b. Four times the width of the screen
 - c. Eight times the height of the screen
 - d. Eight times the width of the screen

(Answers: 1.-D, 2.-C, 3.-B, 4.-C)

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PART V: MAINTAINING THE CMP DESIGNATION

CMP Recertification

CMPs are required to renew their certification every five years. To be recertified, CMPs must meet the minimum requirements on the recertification application—there is no exam required. All credit claimed must have been earned within the past five years, since the date of initial CMP certification or last renewal. Therefore it is important that you keep track of all your activities each year even after receiving the CMP.

Certifications expire on December 31, five years from the year a person originally certified (e.g. If you certified in 2009, regardless of which month of the year, your certification is due for renewal by December 31, 2014).

Annual recertification notices are mailed as a courtesy in the first quarter of the year in which the individual is due for renewal and additional reminders are sent throughout the year. The completed application and recertification fee is due October 15. A late fee will be applied to applications received between October 16 and December 31. It is the CMPs responsibility to make a note of their recertification date, which is provided on the CMP certificate mailed after successful completion of the examination. Adhering to all deadlines is the responsibility of the CMP.

It is advisable that all CMPs keep accurate track of activities to ease the recertification process. The current recertification requirements and application are available for download at anytime from the CIC website: www.conventionindustry.org.

CMP Conclave

CMPs are encouraged to participate in the Conclave—an exclusive yearly educational event for Certificants to gain elevated education and to contribute back to the examination. Information on the Conclave can be found on the CIC website.

CMP Emeritus Status

Retired CMPs may now qualify to receive “Emeritus Status” if they meet certain requirements. Requirements for “Emeritus Status” are available on the CIC website: www.conventionindustry.org.

Failure to Recertify

If a CMP fails to recertify by December 31 of the expiring year, the certification enters into a period of lapsed status for one (1) full year, ending on December 31 of the following year. During this “lapsed status” CMPs are still eligible to recertify and return to an “active status,” however, until active status is restored all CMP benefits are suspended. Lapsed CMPs are not permitted to use the CMP designation, are not permitted to attend or participate in CMP events such as the CMP Conclave and CMP Breakfasts and subscriptions to CMP newsletters are suspended. CMPs that recertify under “lapsed status” must meet all current recertification requirements and are required to pay an additional fee.

Recertification is not permitted after the period of “lapsed status” has expired. Former CMPs interested in re-activating their CMP status must re-qualify through the application process and pass the CMP examination. Convention Industry Council will take all action necessary to prevent the improper use of the CMP designation by individuals who fail to recertify.

Contact Information

CIC makes every effort to keep the most current contact information for applicants, candidates and CMPs. If you get married, move, or change jobs it is your responsibility to update your information with CIC as soon as possible. You can update your contact information at any time through the CIC website using your email address and password.

To make an address update:

- Go to the CIC website, www.conventionindustry.org.
- Click *log-in to your account* on the upper right hand of the screen.
- Click *my account*
- Your successful log-in will allow you to view your certification information (including recertification year) and update your contact information.



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