



CERTIFIED MEETING PROFESSIONAL®

2017 HANDBOOK

A guide to application
and candidacy



This handbook contains all the policies and procedures related to application and candidacy for the CMP program. It is the responsibility of each applicant or candidate to be aware of these guidelines and to meet all required deadlines. **This version of the CMP Handbook was released on March 13, 2017. It supersedes all previous versions.**

CONVENTION INDUSTRY COUNCIL CONTACT INFORMATION

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

EMAIL

For faster service, please select the email address most appropriate for your topic:

CMP Application and Recertification

certification@conventionindustry.org

- General inquiries (e.g., deadlines, documentation)
- Specific application inquiries (e.g., confirm receipt)
- Financial (e.g., payment receipts, refunds)
- Appeals

Web/CMP Account Support

accountsupport@conventionindustry.org

- Contact information updates
- Login assistance
- Navigating the website(s)
- Publication orders

CMP Continuing Education Providers

continuinged@conventionindustry.org

- CE review form submissions
- CMP International Standards inquiries

General Inbox

CICHQ@conventionindustry.org

- All other questions

CIC COMMUNICATES PRIMARILY THROUGH EMAIL. MAKE SURE YOUR EMAIL PROVIDER ALLOWS @CONVENTIONINDUSTRY.ORG MESSAGES TO BE DELIVERED.

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 CMPs and CMP candidates. In addition to CMP program information, the site includes a directory of all active CMPs. Policy changes, date changes, and new programs are updated on the website.

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CERTIFIED MEETING PROFESSIONAL PROGRAMS

Certified Meeting Professional (CMP®)

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 is recognized globally as the badge of excellence in the meeting, convention, exhibition, and event industry. The qualifications for certification are based on professional experience, education, and a rigorous exam.

The CMP exam was developed and is maintained by meeting professionals from all over the world who volunteer their time to ensure that the program reflects current best practices in the meeting management field.

More than 10,000 meeting professionals in 55 countries hold the CMP designation. 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 expertise and sophistication of meeting and event professionals in all sectors of the industry by:

- Identifying a comprehensive body of knowledge in the meetings and events profession
- Promoting industry standards, practices, and ethics
- Advancing the art and science of meeting management
- Increasing the value of Certified Meeting Professionals to their employers
- Maximizing the value received from the products and services provided by CMPs

Healthcare Subspecialty (CMP-HC®)

In 2014, CIC launched the Certified Meeting Professional healthcare subspecialty (CMP-HC) program to address the needs of a growing number of CMPs who manage meetings in the healthcare industry. Those seeking this certification must first pass the CMP exam.

The CMP-HC credential is designed to validate CMPs who have demonstrated a superior understanding and mastery of the specific regulations, laws, and best practices that must be followed in planning, managing, and conducting healthcare-focused meetings.

CMP INTERNATIONAL STANDARDS

The CMP exam is based on the CMP International Standards (CMP-IS). All exam questions relate to this body of knowledge. The standards were developed and are updated by subject matter experts who hold the CMP designation and are working in the field. The standards are updated every five years through a job analysis study to ensure that they reflect the current knowledge needed to be a successful meeting professional.

In 2016, the standards were updated again (the last update was in 2012). These updates will be included on the CMP exam beginning in May 2017. In most cases, the standards remained the same; however, in some cases, the skill statements were modified to be more concise but their meaning remained the same. Other changes to the standards include:

- In some cases, skills and/or sub skills were deleted because they were already addressed in another domain.
- All “Common Knowledge” statements were eliminated. This information was redundant from one domain to the next and is not included on exam.
- Domain J: Professionalism was eliminated because these knowledge statements are included in the CMP Standards of Ethical Conduct, which all CMPs and potential CMPs are required to sign and agree to abide by.

During the job analysis study’s validation survey, all current CMPs were asked to rate the Importance and Frequency of each of the skills and subskills in the CMP International Standards (e.g., how important is this skill to your job and how frequently to you perform this skill). Based on these results, there were shifts in the percentage of items that test takers will receive for each of the domains. The table on the following page shows these percentage shifts.

Domain	Current CMP-IS	Updated CMP-IS
Strategic Planning	16%	10%
Project Management	15%	6%
Risk Management	8%	5%
Financial Management	10%	11%
Human Resources	3%	4%

Stakeholder Management	8%	4%
Meeting or Event Design	16%	34%
Site Management	12%	14%
Marketing	11%	12%
Professionalism	2%	0%

The CMP-IS can be found at www.conventionindustry.org. All candidates should download the standards and become familiar with them.

ACHIEVING THE CMP: A 5-STEP PROCESS

- 1.** Fill out the online application and submit it to CIC at <http://myaccount.conventionindustry.org>
- 2.** Receive approval notification from CIC (within 3-5 weeks)
- 3.** Pay your exam fee to CIC
- 4.** Schedule your exam date with Prometric
- 5.** Sit for the CMP exam (within one year of receiving approval)

2017–2018 TESTING WINDOWS

JANUARY 20–29, 2017 – CMP

MAY 5–14, 2017 – CMP and CMP-HC

AUGUST 4-13, 2017 – CMP

NOVEMBER 3-12, 2017 – CMP and CMP-HC

JANUARY 19-28, 2018 – CMP

MAY 4-13, 2018 – CMP and CMP-HC

AUGUST 3-12, 2018 – CMP

NOVEMBER 2-11, 2018 – CMP and CMP-HC

APPLICATION AND EXAM FEES

CMP APPLICATION FEE – \$250 USD

CMP EXAM FEE – \$450 USD

CMP-HC APPLICATION FEE – \$155 USD

CMP-HC EXAM FEE – \$255 USD

All fees are nonrefundable and nontransferable. Fees are subject to change at any time.

SUBMIT YOUR APPLICATION ONLINE!

All applications must be submitted through the CMP portal. Applications may be submitted at any time.

Using your CMP portal, you can:

- Create an online profile.
- Track your continuing education activities as you completed them.
- Upload supporting documentation (e.g., event session descriptions and registration information, resume, transcripts).
- Once your application is complete, you may submit it online AT ANY TIME.
- Once your application is approved, you may pay your exam fee AT ANY TIME (within your eligibility year).
- Once you've paid the fee, you may schedule your exam for any available testing window during your eligibility year. (Note: Testing window scheduling opens six months before the exam date.)

You already have an online account if you:

- Were a CMP but your designation has expired
- Have ever applied to take the CMP exam
- Have taken the CMP exam and failed

If you've never created an online profile with CIC, click on the "Login" button in the upper right-hand corner of www.conventionindustry.org, then click on "Get Started" and follow the prompts.

Your username is the email CIC has on record for you. If you can no longer access this email address, please contact accountsupport@conventionindustry.org or call CIC at +1 571-527-3116 and speak with a customer service representative.

If you had an account at conventionindustry.org on our old system, the first time you login to the new online system you'll need to reset your password. You can access your account directly at <http://myaccount.conventionindustry.org>.

- Click on "Forgot Your Password?"
- Enter the email associated with your CIC records and you will receive an email with instructions on how to proceed.

Once your password has been reset, you'll use your email and your new password to access your online account.

CMP PROGRAM CHANGES

The CMP Governance Commission reviews and updates the policies of the CMP Program based on best certification practices. Following are recent policy changes:

- Effective January 1, 2015, only industry-related higher education degrees will be accepted on exam and recertification applications. (See Formal Education section for more details).
- Effective January 1, 2015: Conducting a CMP Study Group or other preparatory sessions will not count for recertification credit. (See CMP Recertification Handbook for more details)
- Effective January 1, 2015: All exam or recertification applications must be submitted through the CIC online portal. Paper exam or recertification applications will not be accepted.
- Effective June 15, 2015: Applicants do not have to be currently or recently employed (in the past 12 months).
- Effective January 1, 2016, continuing education requirements for the CMP exam have been modified: of the 25 clock hours needed to be eligible for the exam, 20% (5 hours) may be non-industry-specific if the learning objective of the activity relates to one of the 9 domains in the CMP International Standards. See the Continuing Education section below for details.
- Effective January 1, 2016, all CMPs in their grace period ("lapsed status") must submit their recertification application no later than March 31 or their CMP will be expired. Expired certifications must take and pass the CMP exam to become certified again.
- Effective September 19, 2016 the continuing education requirements for the CMP-HC exam application has been modified from 15 to five continuing education activities.
- Effective January 1, 2017, an industry-related Associates degree can be used when applying for the CMP exam or for CMP recertification under the "Industry Degree" options.

DEFINING INDUSTRY-SPECIFIC

The term "industry-specific" is used throughout this handbook. "Industry-specific" is defined as any activity that relates to the hospitality, tourism, meetings, conventions, exhibitions and events industry and can be tied to one of the nine domains in the CMP International Standards.

STEP 1: APPLYING FOR THE CMP EXAM

There are three “E’s” to earning the CMP designation:

- Professional **Experience**
- Continuing **Education**
- **Exam**

You must document both your experience and your education on the application before you are eligible to take the exam.

PROFESSIONAL EXPERIENCE – CHOOSE 1 OF 3 OPTIONS

You must select one of three options for the **Experience** section of the application.

Option 1: 36 Months of Professional Experience

For this option, you must:

- have 36 total months of full-time work experience in the meeting, event, exhibition, hospitality and tourism industry. The 36 months do not have to be consecutive, but they must be within the past five years.
- provide a resume or CV with your application. The experience you list on your resume should demonstrate meeting management responsibilities or your role in contributing to the planning, execution, and results of meetings.

Option 2: 24 Months of Experience and an Industry-Specific Degree

For this option, you must:

- have an industry-related degree (Associates, Bachelors, Masters or an international equivalent) (e.g., a degree in Hospitality Management, Event and Meeting Management, Hotel Management, etc.). You must provide a copy of your transcript or diploma. General business degrees (for instance, business, communications or marketing) will not be accepted.
- provide a resume or CV with your application. The experience you list on your resume should demonstrate meeting management responsibilities or your role in contributing to the planning, execution, and results of meetings.

Both the degree and the 24 months of experience do not have to be consecutive but must have taken place in the past five years.

Option 3: 36 Months as an Educational Instructor

For this option, you must:

- be a full-time instructor of meeting, event, exhibition, hospitality or tourism management at an educational institution or university program. You must submit an official course outline and syllabus.
- have 36 months of full-time experience in academia in the past five years.

CONTINUING EDUCATION – CHOOSE 1 OF 2 OPTIONS

You must select one of two options for the **Education** section of the application.

Option 1: 25 Clock Hours of Continuing Education Activities

For this option, you must document 25 clock hours of educational activities in the past five years. (CIC awards clock hours on an hour-for-hour basis up to the quarter hour. For example, a 90-minute session would be 1.5 clock hours.) These activities may be face-to-face conferences, webinars (both live and on-demand), classes, and individual sessions. **The subject matter must relate to one of the 9 domains in the CMP International Standards.** You are not required to have educational activities in all 9 domain areas.

Effective January 1, 2016, continuing education requirements for the CMP exam have been modified: of the 25 clock hours needed to be eligible for the exam, 20% (5 hours) may be non-industry-specific if the learning objective of the activity relates to one of the 9 domains in the CMP International Standards (e.g., project management, marketing or financial management).

On your application, you must list each session/course you attended; it is not enough just to give the name of the meeting or conference. Specific dates are also required; a range of dates will not be accepted. Only the primary domain to which the activity relates is required. Networking receptions, meal functions without an educational component, and exhibit hall hours do not count as continuing education. If you attend a CIC pre-approved event, you will not need to list each session attended; you will only need to report your total clock hours. See “CMP Preferred Provider Program” below for details. **Note:** General education activities that are not industry-specific are not pre-approved through the Preferred Provider Program and must be reported on your application on a session-by-session basis and include both a session description and proof of attendance.

Tips on Submitting Continuing Education Activities

1. List each SESSION you attended, not just the entire event. For instance, if you attended ABC's annual convention, you'll need to report each continuing education session you attended and make sure the subject matter is aligned with one of the 9 domains in the [CMP International Standards](#). **For each entry, you'll need to upload one scan that includes two documents: a session description provided by the hosting organization AND proof that you attended the event (event registration confirmation, name badge).**

2. If you attended an event that has been pre-approved through CIC's Preferred Provider Program, your attendance will be loaded into your online account (please allow 2 weeks after the event has ended). For Preferred Provider Programs, you don't need to list each session; just the amount of approved sessions you attended (these will be marked on the onsite program). Each time your attendance at a Preferred Provider Program has been uploaded into your account, you will receive an email from CIC requesting that you report your hours. If you don't receive this email, it is because the email you provided the host organization does not match your email address in the CMP profile. And that's ok, you'll still get credit, you'll just need to self-report your attendance following the steps outlined in #1 above.

There are five main reasons CMP applications are not approved:

1. The continuing education (CE) activity is **personal, not professional, development**. Common examples of these sessions include: How to Minimize Stress in Your Life, How to Network, Dressing for Success, and Personal Branding Tips.
2. **The session does not align with one of the 9 domains** in the [CMP International Standards](#) (CMP-IS). Make sure you are familiar with the knowledge and skills outlined in the CMP-IS before you submit an activity.
3. **Not enough information was provided** to align the activity with the CMP-IS. Titles of sessions often don't provide enough information for CIC's application reviewers to know whether the activity relates to the CMP-IS. This is why a session description is vital to include in your upload.
4. The **higher education degree** is not industry-specific. Degrees in Hospitality, Event and Meeting Planning, and Tourism will count for CMP credit. Degrees in Communication, Marketing or Business will not count for credit.
5. **The CE was company-specific**. In-house educational activities are not accepted if the learning objectives are company-specific.

CMP Preferred Provider Program

If your continuing education activity has been pre-approved through the CMP Preferred Provider Program your attendance will be uploaded into your online profile (please allow two weeks). You should only claim the amount of hours you spent in pre-approved sessions. You will receive an email from CIC when the activity has been loaded into your account. **The email address you provide the host organization must match the email address in your online profile for the information to be transferred.** Host organizations that participate in the Preferred Provider Program will indicate on their materials which activities have been approved for CMP credit. If your email address does not match, you can still receive credit by self-reporting your attendance.

Note: General education activities that are not industry-specific are not pre-approved through the Preferred Provider Program and must be reported on your application on a session-by-session basis.

How to Claim Preferred Provider Hours

- Receive the email from CIC indicating your attendance has been loaded into your account.
- Login to your online account.
- Click “Add or Edit Continuing Education” button at bottom of page.
- Select “Edit” for the event.
- **Record only the total number of clock hours for the sessions you attended. You do not need to list each pre-approved session separately.** (Clock hours are awarded on an hour-for-hour basis, so a 90-minute session would be 1.5 hours.)
- Click “Submit.”

Option 2: Industry Internship

Instead of documenting 25 clock hours of continuing education activities, you may report an industry-specific internship. This option is typically used by those who have chosen Option 2 in the **Experience** section of the application.

The internship must have:

- taken place in the past five years, and
- included a minimum of 200 hours of industry-related work experience with a professional organization through an accredited educational institution or university.

To receive credit, your application must include a letter from your faculty/internship advisor or supervisor certifying that you completed the internship and have met the above requirements. **This letter must be on official letterhead and signed by the advisor.**

SUBMITTING THE APPLICATION

You may submit your online application at any time once it is complete. Please allow at least 3-5 weeks for your application to be reviewed.

As long as your application is still in your online profile, you may change or update it as often as necessary. However, once you submit it to CIC, you will not be permitted to make any changes or add any documentation.

Your application must include all the necessary documentation (e.g., resume or CV, transcripts, diplomas, session descriptions or certificates of completion). All documents must be submitted in English or accompanied by a translation.

Application Documentation

On your online application, you will be asked for:

- Sessions/course titles
- CMP-IS domain to which each activity relates
- Program sponsors/providers
- Locations
- Dates
- Clock hours

To receive credit for your continuing education activities, CIC will need proof that you attended the session and a session description. Each session that you self-report in the Professional Development section of your account must contain **both** proof of attendance **and** proof of alignment to the CMP International Standards.

Proof of attendance and proof of alignment to the CMP-IS International Standards can be captured in one attachment for each continuing education session. The attachment should include both your attendance and Session Description/Learner Outcomes section on the same attachment. You may also complete the Session Description box and provide an attachment for proof of attendance.

Sometimes, a session's title will be enough to ensure this alignment (for instance, "Risk Management for Meeting Professionals"). In these cases, attendance documentation will be enough. When the title is not clear (for instance, "How to Float Their Boat") you will need to provide a session description too. When in doubt, please provide both. Only 5 hours of general educational activities that are not industry-specific will be approved IF the subject matter aligns with one of the 9 domains in the CMP-IS (for example, general project management, marketing, or financial management courses). Personal development courses will not be accepted.

To confirm attendance, your documentation can include:

- Registration confirmation
- Payment receipt
- Organization transcript
- Certificate of completion
- Name badge

To confirm alignment with the CMP-International Standards, your documentation can include:

- Course description from the host organization
- Course syllabus
- Onsite program

Defining Clock Hours

- Clock hours are the direct amount of time spent in the classroom/session, calculated down to the quarter hour. CIC uses the quarter hour to represent partial hours, including 15 minutes (0.25), 30 minutes (.0.50), and 45 minutes (0.75). An example would be a 90-minute session = 1.5 clock hours.
- CEU conversion: 0.1 CEU = 1 clock hour

CEUs-TO-CLOCK-HOURS CONVERSION CHART				
Duration of instruction in minutes	60	90–120	121–180	181–240
CEUs	0.1	0.2	0.3	0.4
CMP clock hours	1.0	1.5–2.0	2.5–3.0	3.5–4.0

Important Reminders

In filling out the application, make sure that:

- Your meeting and event experience is defined as being employed within the industry in a position with responsibilities and decision-making authority that would affect the results of the meeting.
- Your experience and coursework have been completed at the time the application is submitted.
- You have not listed volunteer work, which does not count toward fulfilling the professional experience requirement.
- You have included all your documentation (e.g., resume or CV, proof of continuing education activities).

Application Fee

- The \$250 CMP application fee is **nonrefundable** and **nontransferable**.
- This fee entitles you to a thorough review of your application to determine whether you qualify for the CMP designation.
- Both the application and fee must be received before an application is reviewed.

The application fee may 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. A \$25 service charge will be assessed for any declined or returned payment, including returned checks or chargeback by a financial institution. The service charge will be added to the total amount due, and CIC will only accept payment by money order, certified check, or wire transfer. Checks, money orders or wire transfers must be received by CIC before your application can be reviewed.

You will not be permitted to send additional activities after you submit your application to CIC, and the \$250 application fund is nonrefundable.

STEP 2: APPROVAL NOTIFICATION FROM CIC

Application Review and Notification

The online application portal has made it possible for CIC to convert to an application audit process in which a specific percentage of applications are randomly selected for an in-depth review. Please allow 3-5 weeks for this audit to be completed.

All applicants are notified via email of the status of the review. Our primary means of communication is through email, so please add certification@conventionindustry.org to your personal email contact list. Once you receive your approval email, you may pay your exam fee and schedule a test date.

If your application is denied, an email will specify the sections in which minimum requirements were not met. If you choose to reapply, you must complete a new application and pay the application fee again. An application may be denied if it is

incomplete, includes activities or experience not aligned to the CMP-IS, more than 5 continuing education hours are not relevant to the meetings industry, lacks supporting documentation, or includes documentation that is not in English or translated. To avoid problems with your application, carefully follow all the instructions detailed in this handbook. Once you have submitted your application, you will not be permitted to make changes or add information.

Appeals

An applicant who has been notified of ineligibility has just one opportunity within 14 calendar days of the notice to appeal the decision. The appeal process is your opportunity to clarify or provide further explanation of any items that were disallowed or determined not to meet the requirements. In your appeal, you may submit information that supports what you have already submitted, but you may not submit additional activities that were missing from the first application (e.g., continuing education activities not included in the original application).

Appeals must be submitted in writing to the CIC office and must include a cover letter addressed to the Certification Director **via email only** at certification@conventionindustry.org. The subject line must read: CMP Application Appeal [Your Name].

Appeals are not allowed for applications judged ineligible due to missing or misrepresented information. Fraudulent or willfully misrepresented qualifications will result in permanent disqualification of the applicant.

The participants in the appeal process are the applicant, CIC staff, and the CMP Governance Commission. 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.

STEP 3: PAY YOUR EXAM FEE

To pay your exam fee, login to your online record and go to the CMP Certification tile. In the tile click “**pay exam fee.**” Once your exam fee has been submitted and processed, you will receive an email with instructions for scheduling your exam.

Exam Fee

- The \$450 exam fee is **nonrefundable** and **nontransferable**.
- This fee entitles you to register for one exam.

The fee may be paid by credit card (VISA, Master Card, American Express), international bank transfer (from a company only), 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. A \$25 service charge will be assessed for any declined or returned payment, including returned checks or chargeback by a financial institution. The service charge will be added to the total amount due, and CIC will only accept payment by money order, certified check, or wire transfer. Any outstanding fees must be paid before you may schedule your exam.

If you fail the exam, you may take it again if you are still in your eligibility year but you may not take the exam more than once in the same testing window. To retake an exam, you must pay the exam fee again and schedule your exam in any available testing window. The exam fee is nonrefundable; however, if you schedule an exam and need to change the exam appointment time, you may reschedule to any other open testing window *within your eligibility year* (see rescheduling policies below). Once your eligibility year has expired, you will be required to start the process over and pay all related fees.

STEP 4: SCHEDULE YOUR EXAM

You have one year from the date of your approval letter to take the exam. Once you've paid your exam fee to CIC, you will receive instructions on scheduling your exam with Prometric. These instructions will include your Exam Eligibility ID number. You may take the exam on any available testing date during your eligibility year. CIC administers the exam during four 10-day testing windows each year (January, May, August, and November). Each testing window is 10 days. (Note: Test scheduling generally opens six months before the exam date.)

Making Your Exam Appointment

The Prometric network of testing centers offers hundreds of locations throughout the world. Find your nearest location at www.prometric.com/CIC. We share these test centers with other organizations; therefore, we recommend scheduling your exam as soon as your desired date is available. Test center seats fill up quickly. If you wait, you may lose your first choice date and location.

After you pay your exam fee with CIC, you can make your exam appointment with Prometric:

- Online at www.prometric.com/CIC (recommended method)
- By telephone
 - **North America candidates:** 800-597-5833
 - International candidates can look up telephone numbers online at the following URLs:
 - **Europe, Middle East and Africa:** www.prometric.com/CIC/EMEAAP
 - **Asia Pacific:** www.prometric.com/CIC/APACAP

Telephone scheduling hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. (20:00 GMT) US Eastern Time (closed on local holidays).

Testing Accommodations

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 USC Section 12101, et. seq.) and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et. seq.). CIC uses the guidelines in these documents to address similar requests made by candidates outside the United States. A person who has a physical or cognitive impairment or limitation that prevents him or her from taking the exam under standard testing conditions may request special accommodations. The types of accommodations that might be

available include providing a person to read the questions and/or mark the answer sheet, extending the testing time, or providing a separate testing room.

You must request testing accommodations before you submit your exam fee to CIC. Testing accommodations approved by CIC will be transmitted to Prometric along with your testing authorization.

Testing accommodation requests must include a separate 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 (e.g., psychologist, vocational specialist) regarding the disability and special needs

CIC makes every effort to accommodate special needs unless fulfilling them might alter the exam or results, or cause an undue burden on the testing center. There is no additional charge for testing accommodations.

English as a Second Language

The CMP exams are given only in English. Candidates whose primary language is not English may request an additional 30 minutes in which to take the exam. To help CIC evaluate a request for extra testing time, the candidate must submit documentation that proves that English is his or her second language (e.g., proof of citizenship, passport). **Requests and supporting documentation must be submitted to CIC before you pay your exam fee.**

STEP 5: SIT FOR THE EXAM

Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. If you will be driving, identify in advance the exact location, the best route, and where to park.

If you arrive more than 15 minutes late, Prometric Testing Center (PTC) staff may choose not to seat you if doing so would disrupt other exam takers. If this occurs, your exam registration fees will not be refunded. There are no exceptions to this rule.

Check-in Procedures

You must have the following items or you will not be admitted to the exam:

- Prometric Confirmation Number (from the email you get when you schedule your exam).
- Exam Eligibility ID number (from the email you get from CIC when you have paid your exam fee).
- Valid government-issued photo ID with a signature (e.g., driver's license or passport). The name on your ID **must match** the name CIC has on file and is associated with your records. Contact CIC immediately if your name needs to be updated.

If you are testing outside your country of citizenship, you must present a valid passport. If you are testing in your country of citizenship, you may present a passport, driver's license, national ID, or military ID. **The identification document must be in Latin characters and must contain your photograph and signature. The name on the identification must match the name on your exam registration. If the names do not match, contact CIC before your exam appointment.** Expired IDs will not be accepted. If you fail to bring the proper identification, you will not be allowed to take the exam and will forfeit the entire exam fee.

You will be required to sign the Prometric logbook, and the signature will be checked against the signature on your ID. You will also be required to sign out when taking unscheduled breaks and upon completion of the exam. No one may enter the exam center without registering through CIC and scheduling an appointment with Prometric.

For the security of the exam and the safety of those testing with you, Prometric staff will conduct a security check, which may include the following: raising your arm sleeves and pant legs, turning your pockets inside-out, and being electronically scanned. In addition, (in the US only) all eyeglasses, jewelry and other accessories will be inspected.

Eating, drinking, and smoking are not permitted during the exam. If you bring a jacket or sweater, you will be required to wear it at all times in the testing room. Visitors are not allowed in the test center, and child care is not provided.

What to Bring and Not Bring

For test security reasons, all personal items such as purses, book bags, cell phones, etc., must be placed in a locker during the exam, so please limit what you bring to the testing center. **As of October 2016, jewelry outside of wedding and engagement rings is prohibited and all hair accessories are subject to inspection.** Please refrain from using ornate clips, combs, barrettes, headbands, and other hair accessories as you may be prohibited from wearing them into the testing room and asked to store them in your locker. Violation of security protocol may result in confiscation of prohibited devices and filing a report with local authorities.

During the Exam

Once you have completed the check-in process, you will be assigned to a testing station. You will be provided with an onscreen calculator, two erasable note boards, and dry erase markers.

- No scratch paper, dictionaries, books, notes, or other personal aids are permitted in the testing area.
- Erasable laminated sheets and markers will be provided for notes during the exam.
- To use the restroom, candidates should notify the test center administrator (TCA).
- No breaks are scheduled.
- No conversation about the test is permitted with the TCA or other test takers.

A 15-minute onscreen tutorial will orient you to the features of the computer testing environment. When you have completed the tutorial, you will start the exam.

These tips will help you during the exam:

- **Relax.** Reducing physical stress will help you be more alert.
- **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 the options for each question before marking the answer.**
- **Skip difficult questions.** Come back to them later. If you're still not sure, make an informed guess.
- Both unanswered questions and wrong answers are counted as wrong responses. Your score is based on the total number of correct responses.

Security

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

If you offer or receive help during the exam, you will be escorted from the testing center and reported to the CMP Governance Commission. Your exam will not be scored, exam fees will not be refunded, and you will be prohibited from taking the CMP exam again.

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

Exam Results

You will receive your official score as soon as you complete the exam. The score will indicate whether you have passed or failed the exam, and it is final. If you fail the exam, your results will also include your numeric score and how you performed on each of the 9 domains.

CMP certificates are mailed to successful candidates four weeks after the testing window closes.

The identities of CMP candidates are confidential, as is all information concerning them. Information regarding exam results is communicated in writing from Prometric directly to the candidate. Exam results are never provided over the phone.

Comments, Concerns, and Feedback

At the end of the exam, you will be given the opportunity to provide CIC with feedback. These comments will have no bearing on your score results. Comments are reviewed by CIC on a regular basis to ensure exam quality.

If you believe something associated with the exam process affected your ability to successfully complete the exam, bring your concerns to the attention of the TCA immediately or report them in writing to the CIC office within three business days. If CIC is not informed of the issue within three business days of your exam, it may decline to act.

Weather Emergencies

CIC's Testing Partner may delay, cancel or postpone the exam during weather-related emergencies. If severe weather or a natural disaster makes the testing center inaccessible or unsafe, the exam will be rescheduled or cancelled. If conditions are ambiguous, candidates are encouraged to check the Prometric site closure website (<https://www.prometric.com/en-us/pages/siteclosure.aspx>), which provides real-time updates on site closures, or call a Prometric Regional Center (see table below for telephone numbers).

Cancellation Policy

You may not cancel your exam. If you are unable to keep your exam appointment, you must tell Prometric you need to reschedule.

Rescheduling Policy

Exam rescheduling requests are processed by Prometric. You may reschedule your exam at any time during your eligibility year. The deadline is midnight US Eastern Time, **five business days before your exam date**. There is a \$75 rescheduling fee each time you reschedule. Contact Prometric at www.prometric.com/CIC or call the regional center (see table below). You cannot reschedule your exam appointment if your eligibility year ends before the next testing period begins.

PROMETRIC REGIONAL CENTERS		
REGION	DAY/TIME	PRIMARY NUMBER
AMERICAS		
Latin America	Mon-Fri 9 a.m.–5 p.m. ET	+1-443-751-4995
North America	Mon-Fri 8 a.m.–8 p.m. ET	1-800-699-4975 1-800-853-6769
ASIA PACIFIC		
Australia	Mon-Fri 8:30–17:00 GMT +10:00	+603-76283333
China	Mon-Fri 8:30–19:00 GMT +10:00	+8610-62799911
India	Mon-Fri 9:00–17:30 GMT +05:30	+91-124-4517140
Japan	Mon-Fri 9:00–18:00 GMT +09:00	+81-3-5541-4800
Korea	Mon-Fri 9:00–18:00 GMT +09:00	+82-2-2116-8331 +1566-0990
New Zealand	Mon-Fri 8:30–17:00 GMT +10:00	+603-76283333
South East Asia	Mon-Fri 8:00–20:00 GMT +08:00	+60-3-7628-3333

Other Countries	Mon-Fri 8:30–19:00 GMT +10:00	+603-76283333
EUROPE, MIDDLE EAST, AND AFRICA		
Europe	Mon-Fri 9:00–18:00 GMT +10:00	+31-320-239-540
Middle East	Sun-Thurs 9:00–18:00 GMT +10:00	+31-320-239-530
North Africa	Sun-Thurs 9:00–18:00 GMT +10:00	+31-320-239-530
Sub-Saharan Africa	Mon-Fri 9:00–18:00 GMT +10:00	+31-320-239-593

Missing the Exam

If you do not reschedule and do not appear on the day of the exam, you will forfeit your exam fee. CIC recognizes that serious issues may arise that could prevent a candidate from taking the exam on the scheduled day:

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

If you miss your scheduled exam appointment because of one of those reasons, you must submit a written explanation to CIC and Prometric within 14 calendar days. The explanation must be accompanied by meaningful supporting documentation, such as the following:

- **Serious illness or disabling injury:** Doctor's note or emergency room admittance, with the date of the medical visit
 - Must indicate that the onset of the illness or injury was 24 hours before the exam date
 - Must be signed by a licensed physician and include contact information
 - Does not need to include details of the illness or emergency, but the doctor should indicate that the condition prevented the candidate from testing
- **Death in the immediate family:** Death certificate or doctor's note
 - Must be signed by a licensed physician or mortician and include contact information
- **Court appearance or jury duty:** Court or jury summons, subpoena
 - Must include date and your name
- **Military duty:** Duty letter
 - Must include date and your name

CIC reserves the right to request additional evidence to support your reason for failing to appear. If CIC and Prometric accept the explanation, you will be

permitted to schedule a new appointment within your eligibility year without paying the rescheduling fee.

WHAT IS ON THE CMP EXAM?

The exam is based on the CMP International Standards (CMP-IS), and each question is tied to one of the 9 domains. Each time the exam is offered, it is a different exam, with a new selection of questions from the CMP Item Bank, a database of questions prepared by meeting industry subject matter experts and experts in testing and assessment. All the questions have undergone an extensive review process to ensure that the exam accurately measures a meeting professional's level of knowledge, competency, and skill.

Exam Structure

The CMP exam is computer based and is composed of 165 multiple-choice questions. Applicants have three and a half hours to answer 15 pretest (unscored) questions and 150 operational (scored) questions. Four possible answers are provided for each question. Only one answer is correct. There are no “all of the above” or “none of the above” options and no trick questions. Because the exam is designed to measure competency rather than academic excellence, it is scored as either pass or fail. The exam is offered only in English.

Pretest questions are newly written or revised questions. They are included on the exam to enable CIC to obtain statistics on their effectiveness. They are inserted randomly throughout the exam, are not labeled as pretest, and do not count in your score. Pretesting allows CIC to remove any problematic questions and add only valid and reliable ones to the Item Bank.

Scoring the Exam

Your score is based on the total number of correct answers you select; it is to 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 exam.

Scores are determined by converting the number of questions answered correctly to a scaled score (see Scoring Methodology below) that ranges from approximately 20 to above 55. **You need a total scaled score of at least 55 to pass the exam.**

If you pass the exam, your score report will indicate that you passed but will not provide a numerical score. By passing the exam, you have demonstrated subject matter mastery at or above a level determined by the CMP Governance Commission to represent the minimum to receive the CMP credential.

If you do not pass the exam, you will receive a report with a score between 20 and 54, which will tell you how far you were from passing. You will also receive a diagnostic message for each of the 9 domains included in the exam. These messages are intended to help you identify areas of strength and weakness, and to direct your focus of study for subsequent exams. The two diagnostic messages reported to failing candidates are:

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

Scoring Methodology

Before a question is used on the exam, it is pretested. This allows Prometric's psychometricians to weigh the performance of each question and its level of difficulty. Individual questions are given a weighted/scaled score based on level of difficulty. A scaled score is a transformed raw exam score (the number of exam questions answered correctly). To interpret any exam score, a uniform frame of reference is required. Scaled scores provide that frame of reference based on the standard adopted by the Convention Industry Council regarding the level of knowledge necessary to pass without regard to the specific exam version taken. This explains why each exam may have a different number of questions per domain area. A scaled score of at least 55 is required to pass. **A scaled 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 (standard setting study) that employed the judgment of a representative group of Certified Meeting Professionals with the assistance of exam development experts from Prometric. This group of CMPs recommended a standard to CIC for what a minimally competent meeting professional needs to know about the tested content to obtain a passing score. The decision regarding the passing score is made by CIC and is transferred through the use of statistical procedures to the exam you take.

Retaking the Exam

If you are not successful on the CMP exam, you may register and take it again within your one-year eligibility period. To register for another exam, you must submit the full \$450 registration fee; however, you will not need to submit a new application unless you are outside your one-year approval period. You cannot retake the exam in the same testing window in which you failed the exam but can register for any other testing window in your eligibility period.

STUDYING FOR THE EXAM

The CMP exam evaluates the skills and knowledge of meeting professionals. It is not something for which a candidate can study or prepare at the last minute. It is highly recommended that you begin your studying regimen well in advance by reviewing the [CMP International Standards \(CMP-IS\)](#). This is the body of knowledge on which the exam is based. Determine which of the 9 domains you have the least experience in and concentrate on those. Remember that the CMP-IS describe *best practices* in the meetings management field; these practices may not always be embraced by the organization in which you work.

The recommended reading list that follows will help you prepare for the exam. However, these publications are not study guides; in other words, you can't simply memorize them and expect to pass the exam. To be successful on the CMP exam, you will have to use the CMP-IS to familiarize yourself with best practices in the industry and then use the readings to help you understand how these practices are applied to real-world situations. Ultimately, however, you must apply your own experience to correctly answer questions.

All questions on the CMP exam are multiple-choice questions with only one correct answer. Each item presents a problem for the candidate to resolve. These kinds of

questions test how well you can process information to reach the appropriate solution, an essential skill for successful meeting management. There are very few “recall” questions, so simply memorizing passages from the recommended reading list will not guarantee success on the exam.

The following suggestions may help you prepare for the exam:

- Review the CMP-IS and decide which of the 9 domains you should concentrate on.
- Use the recommended reading materials to understand how the domains are applied to real-life situations.
- Review the CIC Industry Glossary to ensure you’re up to date on industry terms and phrases.
- Participate in a study group if one is available.
- Reach out to professionals with specific experience in one or more of the 9 domains.
- If English is not your native language, prepare for the exam in the language that is most comfortable.

Recommended Reading List

The following are recommended references for the CMP exam:

- CMP International Standards
- *Convention Industry Council Manual*, 9th Edition, Convention Industry Council
- *Professional Meeting Management*, 6th Edition, edited by Glen C. Ramsborg, Ph.D., Professional Convention Management Association (www.pcma.org)
- *Convention Industry Council, Industry Glossary, 2016 Edition*, Convention Industry Council, (www.conventionindustry.org)

These references may be purchased through the [CIC website](#).

CMP RECERTIFICATION

Achieving your CMP designation demonstrates that you have mastered the knowledge needed to be an effective meeting professional; to keep the designation, you must demonstrate that you are staying abreast of best practices and emerging trends in the industry.

Recertification Requirements

Every five years, your certification cycle expires on December 31. So, for instance, if you achieved your CMP designation in May 2015, your CMP will expire on December 31, 2020. To recertify, you will need to provide proof of

- 36 months of experience in an industry-specific position, and
- 25 hours of continuing education activities **OR** 15 hours of continuing education activities and three industry-support activities.

Five years can creep up on you; therefore, CIC advises you to start accumulating continuing education activities right away. And keep track of them! CIC's new

online application system makes it easy to keep track of your continuing education activities by reporting activities as you complete them. For more information on recertification, including suggestions for continuing education options, review CIC's Recertification Handbook, which can be found at www.conventionindustry.org.

Your expiration date is noted on your CMP certificate and in your online profile. As a CMP, you will receive the monthly *CMP Today*, which includes information on industry trends, upcoming activities, and recertification tips. CIC will also send you periodic emails about your designation deadlines.

Maintaining Your Contact Information

CIC makes every effort to keep the most current contact information for applicants, candidates, and CMPs. Please make sure to keep your contact information up to date in your online profile. **About 99% of CIC correspondence is email: if you move, marry, or change jobs, let us know!**

CMP HEALTHCARE SUBSPECIALTY (CMP-HC)

In 2014, CIC launched the Certified Meeting Professional healthcare subspecialty (CMP-HC) program to address the needs of a growing number of CMPs who handle meetings in the healthcare industry. The CMP-HC is designed to validate CMPs who have demonstrated a superior understanding and mastery of the specific regulations, laws, and best practices that must be followed in planning, managing, and conducting healthcare-focused meetings. This is not a standalone designation; only those who hold a current CMP certification are eligible to apply for the CMP-HC.

The CMP-HC examination is administered twice a year during two of the four established CMP testing windows (May and November) in a computer-based format at Prometric testing centers throughout the world. If you pass the exam, you will hold the CMP-HC credential; if your CMP certification lapses or expires, so does your CMP-HC.

CMP-HC Standards

The exam is based on the CMP-HC Standards, a body of knowledge comprising three domains (planning, implementation, and evaluation) divided into seven subdomains (medical meeting industry background, meeting management, pre-meeting attendee requirements, attendee management, healthcare meeting specifics, data management related to the event, and internal and/or external audit and records management).

Before you apply to take the CMP-HC, familiarize yourself with the CMP-HC Standards. You can download them at www.conventionindustry.org. Because the CMP-HC is a subset of the CMP, you should have a thorough understanding of the CMP International Standards before you attempt to master the CMP-HC Standards.

Eligibility Requirements

PREREQUISITE	EXPERIENCE	PROFESSIONAL DEVELOPMENT
Must hold current CMP	36 months of experience in healthcare meeting management	5 clock hours of professional development specifically related to healthcare meeting management

The following are the prerequisites for the CMP-HC program:

- Current CMP designation. You may not apply for the CMP-HC if your CMP is in lapsed or expired status.
- Professional experience: A minimum of 36 months of qualifying full-time work experience in the healthcare meeting industry.
- Continuing education: Five clock hours of qualifying healthcare-industry-related education within the past five years. Your CEs must align with the CMP-HC Standards.

Documenting CMP-HC Professional Experience

- You must submit a resume or CV that shows your recent experience in the healthcare meeting management industry.
- Healthcare meeting management experience is defined as being employed in a position with responsibilities and decision-making authority that would affect the results of the meeting.
- Experience must be completed before you submit your application.
- Coursework, volunteer work, and part-time employment do not count toward fulfilling the professional experience requirement.
- The three years of experience in the healthcare meeting management industry do not have to be concurrent, but the exam is based on current practices; therefore, those with recent or current experience will most likely be more successful on the exam.

Documenting CMP-HC Continuing Education

- For professional development to qualify, it must directly relate to at least one of the three domains of the CMP-HC Standards: planning, implementation, or evaluation. It is not required that you have education in all domain areas.
- Internal training (offered by your organization) may qualify if it relates to the CMP-HC Standards and is not company-specific.
- The event's host organization must provide a complete description and learner outcomes of the activity.

Application Documentation

On your online application, you will be asked for:

- Sessions/course titles

- CMP-IS Domain to which each activity relates
- Program sponsors/providers
- Locations
- Dates
- Clock hours

To receive credit for your continuing education activities, CIC will need proof that you attended the session and proof that the session’s learning objectives align with one of the 9 domains in the CMP-IS. Sometimes, a session's title will be enough to ensure this alignment (for instance, “Understanding the Open Payments Policies”). In these cases, attendance documentation will be enough. When the title is not clear (for instance, “How to Float Their Boat”) you will also need to provide a session description too. When in doubt, please provide both.

To confirm attendance, your documentation can include:

- Registration confirmation
- Payment receipt
- Organization transcript
- Certificate of completion
- Name badge

To confirm alignment with the CMP-International Standards, your documentation can include:

- Course description from the host organization
- Course syllabus
- Onsite program

You must be specific about the activity and the most relevant domain to which it is connected. Specific dates of attendance must be supplied—a range of dates will not be accepted. Networking receptions, meal functions without an educational component, and exhibit hall hours do not count toward continuing education hours.

CMP-HC Fees

CMP-HC PROGRAM FEES	
CMP-HC application	\$155 USD
CMP-HC exam	\$255 USD
CMP-HC Recertification	\$150 USD

Scheduling the Exam

Once your application has been approved, you will receive information on how to pay your exam fee and schedule your exam. The exam is offered twice a year (May and November). It is administered via computer-based testing at Prometric test sites throughout the country and around the world. (For test center locations, go to www.prometric.com/CIC.) Test centers fill up quickly. **Candidates are urged to pay their exam fee and schedule their exams as soon as they receive approval from CIC.**

Exam registration, scheduling, cancellation, and rescheduling policies are the same for the CMP-HC as they are for the CMP.

Study Options and Reading List

The CMP-HC exam evaluates the skills and knowledge of Certified Meeting Professionals in the healthcare industry. Candidates prepare for the exam with a careful review of the practice of meeting management specifically as it relates to the healthcare industry. You cannot study or prepare for it at the last minute.

The first step is to review the CMP-HC Standards. Read the knowledge statements for each domain, and structure your study regime to concentrate on the areas in which you have the least amount of experience.

The recommended literature for the CMP-HC includes books, periodicals, and other electronic and print resources that subject matter experts have identified as representing authoritative treatment of the three domains of the CMP-HC Standards. There are no “teach-to-the-test” materials. CIC does not provide study guides or materials; however, we have a recommended literature list (see [CMP-HC Recommended Literature](#)). The CMP-HC item writer and review panels use these materials to develop the exam questions, but none of the materials will give you direct questions and answers. This list is extensive. It is not necessary nor recommended that you read each item in the list. The CMP-HC exam (like the CMP exam) is designed for those who are already professionals in the field. The recommended literature simply helps you review best practices and identify areas of weakness in your knowledge.

Exam Structure

The test consists of 100 items: 85 scored and 15 pretest. You will have 2.5 hours to complete the exam.

CMP-HC Recertification Requirements

The CMP-HC can only be held in tandem with the CMP certification. To maintain your CMP-HC, you must also maintain your CMP by recertifying every five years. After the first recertification cycle, your CMP and CMP-HC designations will sync so you only have to keep track of one recertification date.

CMP-HC recertification requirements are *in addition to* CMP recertification requirements. To recertify the CMP-HC, you must complete fifteen clock hours of continuing education activities specifically related to the CMP-HC Standards. The CMP-HC clock hours will be prorated in the first certification cycle to sync with your CMP recertification cycle.

IF YOU PASSED THE CMP-HC IN 2016:	YOU WILL NEED THIS MANY CLOCK HOURS TO RECERTIFY YOUR CMP-HC (IN ADDITION TO YOUR CMP HOURS)
And your CMP recertification is due 12/31/2020	12

And your CMP recertification 12/31/2019	9
And your CMP recertification 12/31/2018	6
And your CMP recertification 12/31/2017	3
And your CMP recertification 12/31/2016	0

Unlike the CMP, industry support activities do not qualify for CMP-HC recertification. To recertify your CMP-HC, you will need 15 CMP-HC clock hours as well as the recertification requirements for the CMP designation.

If your CMP designation lapses or expires, your CMP-HC certification will automatically lapse/expire as well.

CIC CONFIDENTIALITY POLICIES

The identity and all information concerning CMP and CMP-HC applicants and candidates is confidential. CIC communicates all information concerning an applicant's status and candidacy directly to the individual. Application and exam results are not provided over the phone or to any third party. Individuals should refrain from engaging other parties to write letters of support, make telephone calls, or otherwise attempt to influence the process. Doing so may result in immediate termination of the applicant's or candidate's participation in the program.

NON-DISCRIMINATION

The Convention Industry Council does not discriminate against applicants on the basis of race, color, creed, gender, age, religion, national origin, ancestry, disability, military status, sexual orientation, marital status, or family status.

ABOUT THE CONVENTION INDUSTRY COUNCIL

The Convention Industry Council's 33 member organizations represent over 103,500 individuals and 19,500 firms and properties involved in the meetings, conventions, and exhibitions industry. The mission of the Convention Industry Council is to strengthen the value and sustainability of our members, support the premier credential for the meeting professional, and provide a vibrant, collaborative platform to address critical issues to ensure a thriving events industry. For more information on how your organization can become a member of CIC, go to the CIC Membership Application at <http://www.conventionindustry.org/AboutCIC/OverviewMission.aspx>

ABOUT THE CMP GOVERNANCE COMMISSION

The CMP Governance Commission serves as the voice for stakeholders dedicated to maintaining the highest industry standards. The responsibility of the Governance Commission is to establish policies for the CMP and CMP-HC programs.

ABOUT PROMETRIC, CIC'S TESTING PARTNER

Prometric is an independent testing company currently under contract with CIC to administer the CMP exams. Experts at Prometric work closely with CIC and the CMP Governance Commission to develop exams that accurately evaluate a candidate's knowledge of the meetings profession. Prometric scores the exam, sends the results to CIC, and stores exam records. CIC staff and the CMP Governance Commission oversee Prometric's activities to ensure that all aspects of the exam process meet certification standards.