



CORPORATE HOUSING PROVIDERS ASSOCIATION

CHPA Certified Corporate Housing Professional (CCHP) Certification Examination

2009-2010

***Candidate Handbook
and Application***



INTRODUCTION

The Corporate Housing Providers Association (CHPA) is the only trade association dedicated to the corporate housing industry. CHPA offers the only corporate housing certification, the Certified Corporate Housing Professional (CCHP). As the industry continually evolves, members gain insight and resources on how to stay competitive through their involvement with CHPA. CHPA offers networking, educational and informational opportunities to corporate housing providers around the world.

Examination Philosophy

The CCHP certification exemplifies competence and professionalism in the corporate housing industry. To become CCHP certified, candidates must pass a 100 question, multiple-choice exam.

The exam draws on practical application and operational knowledge of the corporate housing industry in three areas: Operational, Financial Management, and Sales and Marketing. The knowledge and skill bases for the questions on the multiple-choice examination were derived from the actual practice of corporate housing professionals. A successful candidate will draw on personal experience, industry terminology, association webinar/educational offerings and reference articles to prepare for and pass the exam.

EXAMINATION INFORMATION

CHPA partners with CASTLE Worldwide, Inc. to provide computer-based test administration services on an 'on-demand' basis. Candidates can choose from more than 300 testing centers in North America, at a location convenient to their business or home. The multiple-choice examination is delivered via Internet to CASTLE's proctored test centers in the US and Canada. Candidates have two hours to complete the 100 question exam and receive immediate exam results.

Candidates attending the CHPA 2010 conference in San Diego can take the computer-based exam on February 16, 2010 at a nearby testing facility. CHPA will provide transportation for all test candidates. More information on the conference can be found at www.chpaonline.org.

Eligibility Requirements

To sit for the Certified Corporate Housing Professional (CCHP) examination, you must meet the following requirements:

- Hold a high school diploma or GED.
- Have a minimum of two years experience in the corporate housing or related industry (e.g., hotels, property management, real estate, relocation).
- Read, sign, and return the CHPA Code of Ethics Statement.

Examination Results

Computer-based examinations will be scored electronically at your testing location and will be available to you immediately following your examination.

Your examination results are confidential. CHPA only receives pass/fail information with diagnostic reporting for the purpose of record keeping. Upon receiving a passing score on the examination, your certification will be active for a period of three (3) years.

Reasonable Accommodations

Reasonable accommodations provide candidates with disabilities a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by the examination. Please see the CHPA website for detailed information regarding reasonable accommodation. **Please note:** Requests for accommodations must be received with your application 50 days prior to the testing date.

EXAMINATION CONTENT

The certification examination consists of 100 multiple-choice questions in three key areas. You will be given two hours to complete the examination. Three major areas with which to be familiar and the percentage of the examination which will address each area, are listed below.

Examination Study Guide

Reference materials for the CCHP examination are summarized and outlined in the CCHP Study Guide. This compilation of relevant articles and resources is available from the CHPA office and will automatically be sent to you after you submit your application.

Operations (37%)

This section of the exam tests a candidate's knowledge and experience with the following operations issues:

- Overall business strategy, projection, and goals in working with vendors, communities, municipalities, and associations to ensure the overall health of the business.
- Interpreting financial statements to determine the health of the business.
- Managing flow of all product and inventory compared to needs dictated by supply and demand.
- Communicating the vision and ethics statement of the corporate housing provider to all associates, guests, and vendors to ensure fulfillment.
- Constructing an organized data system for fiduciary responsibilities that are compliant within the organization.
- Managing guest services from arrival to departure to minimize potential vacancy and to ensure that intent to vacate is given according to lease agreements.
- Developing/maintaining a concise employee manual that defines corporate policy based on senior management philosophy and legal requirements.

Financial Management (26%)

This section of the exam tests a candidate's knowledge and experience with the following financial management issues:

- Preparing/interpreting financial reports (e.g., budgets, profit and loss statements, balance sheets) to document and/or determine the overall health of the company.
- Managing cash flow by monitoring payables/receivables to ensure business viability

Marketing and Sales (37%)

This section of the exam tests a candidate's knowledge and experience with the following marketing/sales issues:

- Developing market visibility through multimedia advertising to maximize financial management goals.
- Developing/implement a strategic sales plan to increase revenue and generate new business.
- Implementing financial budgets and reports by using historical and forecasted data to increase profitability.
- Executing overall projections, strategies, and goals in working with business components to implement and parallel corporate vision.
- Cultivating relationships with the corporation to the business components for enhanced corporate visibility.
- Implementing/monitoring corporate policies to maintain integrity of the internal corporate environment.

APPLICATION PROCESS

Computer-based Testing Examination

Candidates can take the CCHP exam on their schedule and receive immediate scoring. Eligible candidates select from a list of available testing centers by geographical location and test date. The multiple-choice examination is delivered via secure Internet-based delivery to CASTLE's proctored facilities in the United States and Canada (with a total testing period not to exceed two hours).

1. Review this handbook in its entirety before completing the application.
2. Complete the application and return it along with the application fee to CHPA. **Please note that incomplete applications will not be processed.**
3. CHPA staff submits candidate applications directly to CASTLE. CASTLE will send a Notice to Schedule directly to the candidate within 10 business days of receipt. Through CASTLE's online test scheduling system, CASTLE will accept test scheduling requests, schedule candidates for testing, and distribute admission tickets by e-mail.
4. Complete the examination at a testing location of your choice.
5. Candidates taking the computer-based exam will receive immediate scoring and score reports at the test center.

Application Submission

The application is found on page 6 of this handbook. Please complete and return the signed application and application fees to CHPA.

Reschedule/Cancel Testing Session

To reschedule or cancel a testing session, candidates must submit the request through CASTLE's online test scheduling system at least five (5) business days prior to the test date. A \$50 fee will apply, and the fee must be paid through secure e-commerce (Visa or MasterCard) at the time of the request. If the candidate does not appear for a testing session and they have not rescheduled or cancelled at least five (5) business days prior to the test date, the testing fee will be forfeited.

Examination Retake Policy

Candidates who do not pass the examination may retake the examination upon submission of a retake application to CHPA. CHPA will submit candidate retake applications to CASTLE on a monthly basis. Within 10 business days of receipt, CASTLE will complete data entry and issue a Notice to Schedule to eligible retake candidates.

CASTLE will enforce the CHPA Board-approved candidate retake policies as defined below.

- Candidates must wait a minimum of six (6) months between testing attempts.
- Candidates are permitted three testing attempts.
- If a candidate does not pass the examination after three testing attempts, a one year waiting period for the next testing attempt is required. Following the one year waiting period, candidates are permitted three testing attempts with a six-month waiting period between attempts.

APPLICATION FEES

The current application fees are listed below. Payments may be made via Visa, MasterCard, American Express, money order, cashier's check, or personal check. The fee must be paid in U.S. funds. Please make all checks payable to **Corporate Housing Providers Association (CHPA)**. The application fee is non-refundable and must be received by CHPA for your application to be complete.

2009-2010 Exam Fees	
Member	\$500
Non-member	\$600
Retake Fees	\$100

Take advantage of a reduced fee by taking the exam and attending the CHPA Annual Conference. Applications will be accepted until December 27, 2009. A \$35 late fee applies after December 27, 2009 and before January 17, 2010. No applications will be accepted after January 17, 2010.

ADDITIONAL APPLICATION INFORMATION

Please complete all sections of the application that pertain to personal information. Include maiden names if they are needed to confirm experience or training requirements. Please provide complete information including all zip codes, telephone numbers, and e-mail addresses in order to expedite processing. During the application and certification process, it is the responsibility of the candidate to keep CASTLE Worldwide, Inc. informed of any changes to your personal information. An original signature must be on the application. You are expected to provide truthful and complete information.

Examination Rules

CASTLE Worldwide, Inc. follows industry standard testing rules as outlined below. Candidates are expressly prohibited from bringing the following items to the test site:

- cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials
- notes, books, dictionaries, or language dictionaries
- book bags or luggage
- iPods, mp3 players, headphones, or pagers
- calculators (except as expressly permitted by the test sponsor), computers, PDAs, or other electronic devices with one or more memories
- personal writing utensils (i.e., pencils, pens, and highlighters)
- watches
- food and beverage
- hats, hoods, or other headgear

If CASTLE determines that you have brought any such items to the test site, they may be demanded and held by CASTLE testing staff.

CASTLE reserves the right to review the memory of any electronic device to determine whether any test materials have been photographed or otherwise copied. If our review determines that any test materials are in the memory of any such device, we reserve the right to delete such materials and/or retain them for subsequent disciplinary action. Upon completion of our review and any applicable deletions, we will return your device to you, but will not be responsible for the deletion of any materials that may result from our review, whether or not such materials are test materials.

By bringing any such device into the test site in contravention of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device and/or the deletion of any materials. CASTLE, the examination site, and the test administration staff are not liable for lost or damaged items brought to the examination site.

The examination will be given only on the date and time noted on the examination admission ticket. If an emergency arises, and you are unable to take the examination as scheduled, you may call CASTLE Worldwide, Inc. at 919-572-6880.

No questions concerning the content of the examination may be asked during the examination period. You should listen carefully to the directions given by the proctor.



CORPORATE HOUSING PROVIDERS ASSOCIATION

Please complete, sign, and date the application, with accompanying forms, and return it to the CHPA office with your application fee. Your application will not be processed until it is complete with all the requested information.

Application Checklist:

- Completed and signed application (page 6)
- Payment Form and Application fee * (page 7)
- Signed Code of Ethics Statement (page 8)

If you are sitting for the CHPA 2010 Annual Conference exam in San Diego, you must submit your application by December 27, 2009. Applications will be accepted until January 17, 2010 with a \$35 late fee.

PERSONAL INFORMATION

Last Name _____ First Name _____ M.I. _____

Maiden/Former Last Name _____ Date of Birth _____

Address (home) _____

City _____ State _____ Zip _____ Country _____

Telephone (home) _(____)_____ Telephone (work) _(____)_____

Fax _(____)_____ Email (required) _____

Highest Level of Education Completed (circle):

12 GED Some College Associate BA/BS Post Graduate

VERIFICATION OF EMPLOYMENT

Please provide employer information for a minimum of two years experience in corporate housing or a related field. Attach additional sheets if needed.

Employer Name	Dates Employed		Supervisor's Name	Phone Number
	From	To		

STATEMENT OF CONFIDENTIALITY

By checking this box and signing below, I agree to maintain the integrity and confidentiality of the examination questions by not revealing or discussing the examination content with any individual.

Signature of Candidate: _____ Date: _____



CORPORATE HOUSING PROVIDERS ASSOCIATION CODE OF ETHICS STATEMENT

As a member in good standing of the Corporate Housing Providers Association, I subscribe to the following code of ethics:

- I will be mindful of the trust placed in me by my customers and of my responsibility to render professional corporate housing products and services in accordance with applicable laws and regulations.
- I will employ and practice legal and truthful advertising of our products and services.
- I will fairly disclose the obligations of both the company and the customer and fulfill company obligations in an expeditious and equitable manner.
- I will respond within a reasonable period of time to any customer service complaint and make every effort to satisfy the needs and concerns of our customers.
- I will further the public interest by contributing to the development of a better understanding of the corporate housing industry.
- I will exercise corporate social responsibility.
- I will not deal in a discriminatory manner and will treat our customers and employees equally.
- I will respect our relationships with the communities in which we conduct our business and I will respect the natural and physical environments of those communities.

Signature

Date

Please return this signed Code of Ethics with your application.