

CERTIFIED CORPORATE HOUSING PROFESSIONAL (CCHP) HANDBOOK



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CHECKLIST FOR SUBMITTING YOUR APPLICATION

Before submitting an application to the Corporate Housing Providers Association (CHPA), verify the following:

- You are aware of and meet all deadlines.
- Your corporate housing experience is defined as being employed in a position with responsibilities and authority that would affect the results of corporate housing usage
- You meet the minimum criteria for the application:
 - Hold a US high school diploma, GED or country equivalent.
 - Have a minimum of two years experience in the corporate housing or related industry (ex: hotels, property management, real estate, relocation).
 - Complete the Online Application (including the CHPA Code of Ethics Statement).
 - Prepare to pay the required fee (\$300 for member company employees and \$500 for non-member company employees).

You will not be permitted to provide additional information after you submit your application to the Corporate Housing Providers Association.

CHPA GENERAL INFORMATION

This handbook contains all policies and procedures related to application and candidacy for the CCHP designation program. It is each candidate's responsibility to be aware of these guidelines and to meet all required deadlines. This handbook is subject to change at any time. **This version of the CCHP Handbook was released on March 23, 2026. It supersedes all previous versions.**

OFFICE HOURS

The CHPA office hours are Monday through Friday from 8:00 AM – 5:00 PM ET.

WEBSITE

The website, www.chpaonline.org, provides valuable resources for CCHPs and CCHP candidates. CCHP program information, policy changes, date changes and new programs are updated on the website.

CONTACT INFORMATION

Corporate Housing Providers Association
3502 Woodview Trace, Suite 300
Indianapolis, IN, 46268
T: 317.328.4631
info@chpaonline.org

CHPA primarily contacts you through email, so be sure to add @chpaonline.org to your safe sender list.

CERTIFIED CORPORATE HOUSING PROFESSIONAL (CCHP) PROGRAM

CHPA launched the Certified Corporate Housing Professional (CCHP) program in 2006 to affirm the competence and professionalism of individuals in the corporate housing industry, promote uniform standards of practice and elevate the industry's credibility among clients, partners and stakeholders worldwide.

CCHP DESIGNATION OVERVIEW

The CCHP designation is the world's only mark of excellence for the corporate housing industry. The qualifications for certification are based on professional experience and a rigorous exam. The CCHP exam was developed and is maintained by corporate housing professionals from across the world who volunteer their time to ensure the program reflects current best practices, knowledge and trends in the industry.

The CCHP program aims to increase expertise and elevated professionalism in the industry by:

- Defining a validated standard of knowledge essential for corporate housing professionals.
- Formally acknowledging those who satisfy CHPA eligibility and pass the examination.
- Strengthening the public perception of corporate housing as a professional, reliable alternative to hotels for extended-stay business travelers.
- Fostering lifelong learning to help professionals deepen their skills and adapt to market, regulatory and client demands.

CCHP DOMAINS

The CCHP domains are the body of knowledge that form the foundation of the Certified Corporate Housing Provider program and exam. The domains define and categorize skills, competencies, abilities and knowledge an individual needs to be successful. The domains serve as the foundation of the CCHP exam.

The domains were last updated in 2025. This work represented the culmination of a multi-year project beginning with a job task analysis and a reexamination of the current exam and its structure by subject matter experts who provided insights and supports to revise the domains. This project included a special task force, survey of industry professionals, multi-day item writing workshops and countless hours of analysis.

Below are the domains and the percentage of the exam which they represent.

Domain	Exam Percentage
I. Financial	17%
II. Governance & Compliance	6%
III. Industry	16%
IV. Marketing	8%
V. Operations	26%
VI. Sales	28%

CCHP SKILLS AND SUB-SKILLS

In addition to the domains, to further the knowledge on the exam, each domain is split into skills and sub-skills. These together make up the blueprint of the CCHP exam. Candidates should be familiar with these items.

I. Financial

- a. Financial Reports & Statements
 - i. Understanding Financial Statements
 - ii. Net Income and Profitability Metrics
 - iii. Variance Reports
 - iv. Specialized Financial Reports for Corporate Housing
 - v. Financial Forecasting and Performance Analysis
- b. Cash Flow Management
 - i. Accounts Payable vs. Accounts Receivable
 - ii. Payment Terms
 - iii. Chart of Accounts
- c. Financial Calculations
 - i. Gross Margin and Gross Profit Difference
 - ii. Average Daily Rate (ADR)
 - iii. Revenue Per Available Room (RevPAR)
 - iv. Occupancy Percentage
 - v. Cost per Unit
 - vi. Vacancy Loss

II. Governance & Compliance

- a. Duty of Care
 - i. Understanding Duty of Care in Corporate Housing and Serviced Accommodation
 - ii. Best Practices for Duty of Care
 - iii. Duty of Care and Legal Liabilities
- b. Legal & Regulatory
 - i. Fair Housing Laws and Anti-Discrimination Regulations
 - ii. US Department of Housing and Urban Development
 - iii. General Data Protection Regulation
 - iv. Cybersecurity Best Practices

III. Industry

- a. Industry Landscape
 - i. Corporate Housing's Industry Role
 - ii. Key Concepts and Business Models
 - iii. Technology Advancements
 - iv. Environmental, Social and Governance (ESG) in Corporate Housing
- b. Business Strategy
 - i. Strategic Planning
 - ii. Key Performance Indicators (KPIs) and Measuring Success
 - iii. Risk Management and Business Continuity
- c. Associations
 - i. Corporate Housing & Serviced Accommodation Industry
 - ii. Relocation Industry
 - iii. Apartment and Housing Industry
 - iv. Travel Industry
 - v. Human Resources Industry
 - vi. Certifications and Professional Development

IV. Marketing

- a. Market Awareness
 - i. Understanding Market Segmentation and Customer Profiles
 - ii. Understanding Market Needs
 - iii. Factors in Choose Accommodations
- b. Digital Marketing
 - i. Marketing Role in Corporate Housing
 - ii. Lead Generation and Content Marketing
 - iii. Search Engine Optimization (SEO) and Search Engine Marketing (SEM)
- c. Channel Management
 - i. Use of External Platforms for Revenue Expansion
 - ii. Competitor Analysis and Channel Strategy
 - iii. Quality Assurance Across Channels

V. Operations

- a. Business Management
 - i. Standard Operating Procedures
 - ii. Unit Evaluations
 - iii. Operational Goals and Performance
 - iv. Operations and Legal Compliance
- b. Inventory Management
 - i. Managing Inventory and Optimizing Utilization
 - ii. Transforming Vacant Units into Corporate Housing
 - iii. Cost Management and Financial Oversight
- c. Guest Services
 - i. Cleaning, Sanitization and Quality Standards
 - ii. Guest Communication and Service Requests
 - iii. Safety, Security and Guest Comfort

VI. Sales

- a. Business Development
 - i. Understanding Client Needs
 - ii. Prospecting and Client Expansion
 - iii. Role of Inside and Outside Sales
 - iv. Sales Process and Methodologies
- b. Sales Strategy
 - i. Market Analysis and Positioning
 - ii. Strategic Pricing and Profitability
 - iii. Proposals and Negotiations
- c. Measuring Success
 - i. Sales Performance Metrics
 - ii. Evaluating Client Relationships
 - iii. Financial Metrics
- d. Account Management
 - i. Client Retention and Upselling
 - ii. Service Delivery and Follow-Up
 - iii. Handling Client Expectations
- e. Client Management
 - i. Client Onboarding
 - ii. Relocation and Specialized Needs
 - iii. Handling Portal and Technology
 - iv. Security and Compliance Measures

ACHIEVING THE CCHP

1. Complete the online application and submit it to the Corporate Housing Providers Association
2. Receive approval notification for your selected testing window from CHPA
3. Schedule your exam date with Prometric
4. Take the CCHP exam

All applications must be submitted through the CHPA Community by purchasing the Certified Corporate Housing Professional (CCHP) Exam item in the Store. Applications may be submitted at any time, but you must abide by the application deadlines for each testing window.

Using your CHPA Community login, you can:

- Create an online account
- Submit your application
- Track your continuing education units for recertification
- Access industry resources
- Register to attend CHPA events

You may already have a CHPA Community login if you:

- Have registered for a CHPA event
- Have been reported as an employee by your company
- Moved from one company to another (you may need to request your email or username be updated with new information)

If you've never created an online account in the CHPA Community, you can do so [here](#) by entering your first and last name, an email and a password.

STEP 1: COMPLETE THE APPLICATION

Before you complete the online application, please confirm you meet the minimum criteria to sit for the exam. This includes:

- Hold a US high school diploma, GED or country equivalent.
- Have a minimum of two years of experience in the corporate housing or related industry (ex: hotels, property management, real estate, relocation).
- Complete the Online Application (including the CHPA Code of Ethics Statement).
- Prepare to pay the required fee (\$300 for member company employees and \$500 for non-member company employees).

REQUIRED APPLICATION INFORMATION

When you complete your application, you will need to enter certain information. This includes:

- Full legal name shall match as it appears on your government-issued photo identification. This will be used to confirm your identity when you sit for your exam and your scheduled date.
- Date of birth shall match as it appears on your government-issued photo identification.
- Personal and work emails; CHPA primarily communicates with you via email. Use an email address you check regularly.
- Identify your testing window. CHPA requires you to select your testing window when you apply for the CCHP exam. Once approved to sit for the exam, you will receive instructions for scheduling your exam.
- Employment history demonstrating at least two years of industry experience.

HOW TO SUBMIT AN ONLINE APPLICATION

1. Log in to the CHPA Community
 - a. Enter your username and password to access your account.
 - b. If you do not have an account, click "Create a CHPA Community Login" and follow the instructions.
2. Navigate to the Store
 - a. Click "Store" in the navigation menu.
 - b. Select "CHPA - Certification" in the Store navigation menu.
 - c. Select the Certified Corporate Housing Professional (CCHP) Application Fee item.
3. Begin the Application Process
 - a. Select "Add to Order."
4. Complete the Application Sections
 - a. Enter all required personal and demographic information. Note that some information on our form may automatically fill in from your CHPA Community record. Please verify this information.
 - b. Enter all required exam information, including selecting your testing window.
 - c. Add your employment history.
5. Review Your Application
 - a. Carefully review each section for completeness and accuracy.
 - b. Read and agree to the application acknowledgement and agreements.
 - c. Click "Add to Cart."
6. Pay the Application Fee
 - a. Select the cart icon and select "Checkout."
 - b. Enter your payment details and complete the transaction.
 - c. The application fee is **nonrefundable** and **nontransferable**.
7. Confirmation
 - a. Once the payment confirmation screen has loaded, your application has been submitted.
 - b. Your application will move into review by the CHPA administration.

STEP 2: APPROVAL NOTIFICATION

Each application is reviewed by CHPA. Please allow two to three weeks for this review to be completed.

All applicants are notified of the status of the review. Our primary means of communication is through email, so please add @chpaonline.org to your approved emails. Once you receive your approval email, you will follow one of the two paths below, depending on the style of testing you applied for:

- In-Person Testing: If you applied for testing at an event where you will utilize paper-and-pencil testing, you do not need to take any other action. CHPA will manage all the materials for your testing window and will confirm final details no later than one week before your exam.
- Testing Center and Live Remote Proctored Testing: If you applied for testing through an “on-demand” style of testing, including testing in a testing center or via remote proctoring, your approved application will be sent to our testing partners, PTC. PTC will communicate instructions for scheduling your exam through Prometric.

If your application is denied, an email will specify the sections in which the 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 or does not meet the minimum criteria for approval. 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.

STEP 3: SCHEDULE YOUR EXAM

IN-PERSON TESTING

In-person testing does not require you to schedule your exam. CHPA will define the date, time and location for in-person testing and communicate this information to you no later than one week prior to your exam.

TESTING CENTER OR LIVE REMOTE PROCTORING

The CCHP exam uses testing centers or live remote proctoring and is administered daily, excluding holidays, during an established one-month testing window, at computer-based testing facilities and via remote proctoring managed by Prometric. The established months for testing are February, May, August and November.

If you applied for a testing window, you will receive an Examination Scheduling Authorization from our testing partners, PTC. This email holds all of the information and instructions to schedule your exam.

The Prometric network of testing centers offers hundreds of locations worldwide. Find your nearest location at <https://www.prometric.com/exams/chpa>. We share our testing 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. Candidates unable to schedule an appointment within the testing window will forfeit their fees.**

SCHEDULING A REMOTELY PROCTORED EXAMINATION APPOINTMENT

If you prefer to test via live remote proctoring in your home or another quiet distraction-free location you must provide:

- a computer

- a camera
- a microphone
- a stable internet connection

See our Live Remote Proctoring FAQs for more info: <https://ptcny.com/remoteproctor-faqs/>

- It is the candidate’s responsibility to be sure their equipment and workspace meet all of the requirements for Live Remote Proctoring.
- If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting the technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to follow the transfer policies in place for their exam.

TESTING CENTER VS. LIVE REMOTE PROCTORING

	Test Center Exam	Live Remote Proctored Exam
Additional Cost	No	Yes
ADA Accommodations Offered	Yes	Yes – Extra time and private room accommodations only
Breaks Allowed	Unscheduled breaks are permitted, however the exam timer will continue counting down.	No breaks are permitted. Candidates must NOT leave camera view until the exam has ended.
Equipment Needed	None – Computer provided at test center	Candidate provides their own laptop or desktop computer to take the exam. The computer must have: <ul style="list-style-type: none"> • Webcam • Microphone • Secure, reliable internet For complete requirements visit prometric.com
Testing Space Needed	None – testing space provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area.
Check-in Procedure	Candidates must show their current Government-issued photo ID; walk through a metal detector or be wanded by staff; and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate’s equipment needs to pass a compatibility check. During check-in, candidates must show their current Government-issued photo ID; perform a 360° scan of the room using their camera; and roll up sleeves and turn out pockets for a visual inspection.
Monitoring	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

TEST ACCOMMODATIONS

CHPA and PTC support the intent of and comply with the Americans with Disabilities Act (ADA) and will take steps reasonably necessary to make testing accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating or walking) or a major bodily function (such as neurological, endocrine or digestive system).

The information you provide and any documentation regarding your disability and test accommodations is confidential and is not included in scoring or reporting.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted. Note that accommodations for an examination (test accommodations) may not be the same as accommodations provided by your employer for your job. You can find more information about testing accommodations under the Americans with Disabilities Act (www.ada.gov).

Requests for Test Accommodations must be uploaded with the candidate's application and fees at least eight weeks before the start of your testing period. You must complete and upload both Part 1 and Part 2 of this form at the same time. Missing information or incomplete forms will result in a delay in processing. **If your form is incomplete and/or not received at least eight weeks before the start of the testing period, we cannot guarantee that we can make these test accommodations in time for you to test and you may need to transfer to another testing period and pay the transfer fee.**

To request test accommodations, follow these three steps:

1. Download the [Request for Test Accommodations Form](#) or call PTC at (212) 356-0660.
2. Complete Test Accommodations Form with your doctor/healthcare professional.
3. Upload the completed and signed Request for Test Accommodations Form with the online exam application. Submit your application at least eight weeks prior to the start of your chosen testing period.

NOTES:

- Only those requests made and received on the official Request for Test Accommodations Form will be reviewed.
- All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.
- Do not go to www.prometric.com or contact Prometric to request test accommodations as they are not authorized to approve accommodations. All requests for test accommodations must be submitted on the PTC Request Form.
- If you need to use your cell phone or another electronic device to monitor a medical condition, such as diabetes, please be sure to include this on Part 1 of the Request for Test Accommodations Form so that we can notify Prometric in advance.
- If you are a nursing parent and will need to use a breast pump during your exam, please complete Part 1 of the Request for Test Accommodations Form and submit it at least eight weeks before your testing period to allow time to make suitable arrangements at the test center.
- Only pre-approved test accommodations will be permitted on the day of the examination. Test center personnel are not authorized to make any changes to the test accommodations on the day of the testing session and any such change may result in your examination score being canceled.

CANCELLATION

Your exam fee is non-refundable. If you have already scheduled your exam through Prometric, do not cancel your current appointment. Instead, you can reschedule your exam directly with Prometric. Please note there is a rescheduling fee payable directly to Prometric.

RESCHEDULING

Candidates can reschedule their examination appointments within the same testing period if the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the [Prometric website](#).

Time Frame	Reschedule Permitted	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 5 to 29 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.

If you do not reschedule and do not appear on the day of the exam, you will forfeit your exam fee. CHPA recognizes that serious issues may arise that could prevent a candidate from taking the exam on the scheduled day. If you miss your scheduled exam appointment because of one of those reasons, you must submit a written explanation to CHPA and Prometric within 10 calendar days. The explanation must be accompanied by meaningful supporting documentation.

TESTING WINDOW TRANSFERS

Candidates unable to take the examination during their scheduled testing period may request a one-time transfer to a future testing period by paying the transfer fee. After you have transferred once by paying the fee, you will need to pay the full examination fee to transfer a second time, so plan carefully.

Note that requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period. The testing period transfer may be purchased from the CHPA Community Store.

If candidates are unable to attend the examination on the date they registered and elect not to transfer to another testing period, the application will be closed and all fees will be forfeited. There will be no refund of fees.

STEP 4: TAKE THE CCHP EXAM

IN-PERSON & TESTING CENTER TESTING

Plan to arrive at least 30 minutes before the exam starts to check in and receive your exam materials. If you arrive more than 15 minutes late, exam proctors may choose not to seat you if doing so would disrupt other exam takers. If this occurs, you will forfeit your exam fees. There are no exceptions to this rule.

LIVE REMOTE PROCTORED TESTING

Be sure to check your system compatibility before you schedule your appointment and again before your appointment time. The check-in process is about 30 minutes long and is not factored into your appointment time, so log in to ProProctor at least 30 minutes before your appointment to start your exam. Candidates are not permitted to take a break during the examination and must stay within camera view at all times, verbally notifying the proctor before leaving camera view, as failure to do so may result in termination of your examination and nullifying scores. No scratch paper is allowed, and you must ensure your workspace is clear of any extra items and electronic devices except for your government-issued photo ID. Read the Live Remote Proctoring FAQs [here](#).

TESTING SECURITY

Candidate Check-In

- Candidates will be asked to:
 - Present their IDs (must be valid and match the name submitted to CHPA)
 - Empty and turn out their pockets
 - Walk through a metal detector or get “wanded”
- Eyeglasses, jewelry and other accessories will be inspected.
 - Jewelry other than wedding and engagement rings, and for religious purposes, is prohibited.
 - Leave these at home or place them in your storage location.
- Religious headwear may be worn into the testing room; however, it is subject to inspection by test center staff.
- You will be asked to store purses, backpacks, mobile phones, jackets, food, drinks and medical supplies.
- Water in a clear plastic container (no labels) may be brought into the testing room.

During the Exam

- No breaks are scheduled during the exam.
- Candidates are only permitted to leave the testing room to use the restroom or access food, drink or medicine from their assigned storage location. The exam timer will NOT be paused.
- Smoking is prohibited.
- All examinations are monitored and may be recorded in both audio and video formats.
- If you need to use the restroom, you will be asked to sign the logbook.

Keep in mind:

- Other exams will be administered at the same time as your examination.
- You may hear ambient noises such as typing, page turning, coughing or people entering and exiting the testing room that cannot be avoided. CHPA and Prometric are unable to provide a completely noise-free environment.
- Proctors will periodically walk through the testing room as part of their monitoring process.

ADDITIONAL EXAMINATION RULES

Read the information below carefully. You are responsible for adhering to the examination rules during your exam.

Prohibited Items

These items are strictly prohibited. Leave these items in your car or your provided storage location.

- Cell phones and all other electronic devices
- Watches
- Jackets/coats/bulky clothing such as sweatshirts
- Hats (except hats worn for religious reasons)
- Jewelry, including watches and wearable technology.

You may not access the following at any time during your exam or breaks: papers, books, any reference materials or electronic devices, including your cell phone. Candidates may access the following items from their storage locations: snacks, drinks, medicine or other personal healthcare items.

No questions concerning the content of the examination may be asked during the examination session. Carefully read or listen to the directions that are provided at the beginning of the examination session.

You are prohibited from leaving the testing room while your examination is in session, except for going to the restroom. Candidates who do go to their lockers or the restroom will need to repeat the security screening before being permitted to reenter the testing room. Candidates who leave the center will have their examinations terminated.

WEATHER EMERGENCIES

CHPA's testing partner, Prometric, may delay, cancel or postpone the exam during weather-related or other 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](#), which provides real-time updates on site closures as their exam date approaches.

TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who believes the examination effort was adversely affected by the test center conditions should notify the proctor immediately. The situation should also be reported to CHPA within 15 days of the test appointment. Any comments about the test itself should also be reported to CHPA within 15 days of the test appointment.

EXAM STRUCTURE & SCORING

The exam is based on the CCHP Domains and each question is tied to one of these Domains. All questions undergo an extensive review process by a group of industry subject matter experts. These experts, as well as testing experts, ensure the exam accurately measures a corporate housing professional's knowledge. Only questions that measure competency and skill are included on the exam.

EXAM STRUCTURE

The CCHP exam comprises 115 multiple-choice questions. Candidates have one hour and forty-five minutes to answer 15 pretest (unscored) questions and 100 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 only offered in English.

PRETEST EXAM QUESTIONS

Pretest questions are newly written or revised questions. They are included on the exam to enable CHPA 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 CHPA to remove problematic questions and add only valid and reliable ones for future use.

SCORING

For the CCHP exam, there is one reported pass or fail score. Individual scores or performance are not reported. Your score is based only on the total number of correct answers you select; it is to your advantage to answer all questions. If you pass the exam, you will receive a pass score, but will not be provided a numerical score. By passing the exam, you have demonstrated subject matter mastery at or above a level determined by CHPA to represent the minimum to receive the CCHP credential.

If you do not pass the exam, you will receive a diagnostic message for each of the domains included in the exam. This message is intended to help you identify areas of strength and weakness and to direct your focus of study for subsequent exams. The diagnostic messages reported to failing candidates are:

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

EXAM RESULTS

Results for in-person testing should be available within 48 hours. Note that these exams must be manually scored and that software is used to aid CHPA administrators. If you fail the exam, you may request a hand score of your test by submitting a request and paying the associated hand score fee.

Results for testing center or live remote proctored exams will be shared as soon as you complete the exam. Note these are considered provisional scores and your CCHP credential will not be considered officially conferred until CHPA receives your test score from PTC.

USING CCHP DESIGNATION AND ACCESSING YOUR DIGITAL BADGE AND CERTIFICATE

The CCHP designation is the first designation to be listed after your name (i.e. Mitch Smith, CCHP.) Other designations can follow CCHP. CHPA has a digital badge platform, Certifier, and will provide the CCHP digital badge within four weeks after you pass your certification Exam. You will receive an email from Lisa Moore, lmoore@chpaonline.org inviting you to claim your digital CCHP badge to add to your LinkedIn profile, email signature, share on social media and download PDF certificate for printing.



RETAKE THE EXAM

Candidates must wait at least six months between exams. Candidates are allowed to take the examination three times in succession over an 18-month period. Candidates who do not pass the exam after three attempts must wait at least one year before sitting for the examination again. A retake fee must be submitted each time.

STUDYING FOR THE EXAM

The CCHP exam evaluates the skills and knowledge of corporate housing professionals and is designed to measure how you apply industry best practices in real-world situations. Candidates are expected to proactively plan and protect study time and should not wait until the last minute to begin preparing. It is strongly recommended that you begin your study regimen well in advance by reviewing the CCHP body of knowledge, which outlines the core competencies and professional standards on which the exam is based.

As you review the body of knowledge, identify the domains and skill areas where you have the least day-to-day experience and focus additional time there. Remember that the CCHP standards reflect established best practices in the corporate housing industry; these practices may differ from procedures or policies within your current organization.

The recommended reading list and CHPA education resources are designed to support your preparation, but they are not standalone exam prep manuals. Simply memorizing passages or checklists will not be sufficient to earn the CCHP designation; you will need to understand the underlying concepts and how they apply across different business models, markets and operational scenarios.

To be successful on the CCHP exam, use the body of knowledge to familiarize yourself with accepted professional practices, then use the recommended resources to deepen your understanding of how those practices show up in day-to-day corporate housing operations, client interactions and risk management situations. Ultimately, you must integrate your own professional experience with these standards and resources to determine the most appropriate response to each exam question.

All CCHP exam questions are multiple-choice with only one best answer. Questions are written to assess how well you can interpret information, weigh options and select the response that most closely aligns with corporate housing best practices and professional judgment, not just recall isolated facts.

You should expect relatively few simple “recall” questions, so focusing solely on memorization of terms or lists will not ensure success. Instead, prepare to read each question carefully, consider the role of duty of care, ethics, client expectations and operational realities and then determine the option that reflects a balanced, professional decision consistent with CHPA’s standards.

RECOMMENDED MATERIALS

- CCHP Handbook
- CCHP Domains
- CCHP Study Guide
- CCHP Study Session Recording & Slides
- CCHP Industry Terms
- Flashcards
- Sample Exam
- Recorded Webinars

CCHP RECERTIFICATION

Achieving your CCHP designation demonstrates that you have mastered the knowledge needed to be an effective corporate housing professional, but it doesn't end with the exam. To keep the designation, you must demonstrate that you are staying up-to-date with proven practices and emerging trends in the industry and recertify your CCHP every three years.

CERTIFICATION TERM

Your CCHP is valid from the day you pass your exam for a three-year period. For instance, if you pass the exam on February 16, 2026, your designation will expire on February 15, 2029. A successful recertification will extend the expiration of your certification for an additional three-year term.

RECERTIFICATION DEADLINE

Recertification applications are due by the final day of your current certification term. You are provided a 30-day grace period beyond your expiration date. You may submit your application at any time, beginning one year before your expiration date. CHPA does not accept recertification applications earlier than one year before the expiration date. Under very limited circumstances, CHPA will consider extending a recertification deadline. Please note that failure to update your contact information and consequently missing recertification notices will not be considered a valid reason for granting an extension.

EDUCATION

To recertify, you must obtain 24 continuing education units (CEUs) within each certification term. These credits must have taken place during your three-year certification term. You are encouraged to immediately begin tracking your CEUs. Within the CHPA Community, you can track your CEUs, and CHPA will automatically report CHPA event CEUs for which we have a valid attendance record. All non-CHPA-run CEUs must be accompanied by necessary documentation. CHPA approves a variety of activities for recertification. Current approved CEUs include:

- CHPA Annual Conference – 10/year
- Writing questions for CCHP item bank – 5/recert period max (1 credit hour per 2 questions)
- CHPA Regional Conferences – 4/event
- Participation on CHPA Board of Directors – 5/year
- NAA/ERC/CERC Convention attendance – 5/event
- Participation as a committee chair – 4/year
- Active Committee Participation – 3/year
- Participation in related organization's events or classes – 3/event day
- Facilitator for a CHPA Network Connection – 3/event
- Class Instructor (or speaker at CHPA Annual Conference)- 3/class
- Articles published – 3/article
- Attend a Network Connection – 1/event
- Roundtable Facilitator at CHPA Annual Conference – 2/year
- Webinar Attendee – 1/hour
- Co-Facilitator/Facilitator for Cram/Study Sessions – 1/hour
- Co-Facilitator/Facilitator for Item Review Sessions – 1/hour
- Accounting, Marketing, Human Resource course through an approved organization- 1/hour

RECERTIFICATION APPLICATION REVIEW AND NOTIFICATION

Each application is reviewed by CHPA. Please allow two to three weeks for this audit to be completed.

If your application is approved

All applicants are notified via email of the status of the review. Our primary means of communication is through email, so please add @chpaonline.org to your personal email contact list. Your new certification dates will start where your previous cycle ended.

If your application is denied

You will receive an email explaining why your recertification was not accepted. Typical reasons a recertification application is not approved:

- Your application did not meet the minimum requirements.
- Some or all of your continuing education activity did not align with one of the CCHP Domains.
- Your documentation did not include enough information to verify that the continuing education aligned with one of the CCHP Domains.

If you choose to reapply, you must complete a new application and pay the application fee again. You may only submit a new recertification application if you are still within your recertification year or during the 30-day grace period.

REINSTATEMENT

Current CCHPs whose certification has lapsed may be eligible for reinstatement within one year of its expiration, provided they meet all reinstatement criteria and submit the required documentation and fees. The CCHP designation is considered lapsed if the holder does not complete recertification requirements by the stated expiration date. During the period a CCHP is considered lapsed, individuals may not represent themselves as holding an active CCHP designation and may not use “CCHP” after their name in any professional communication until reinstatement is confirmed. If more than a year has passed since the expiration date, the individual is no longer eligible for reinstatement and must retake the CCHP exam to earn the credential.

REINSTATEMENT REQUIREMENTS

To reinstate a lapsed CCHP within one year, individuals must:


- Demonstrate completion of the full continuing education/credit requirements that would have been required for a standard on-time recertification during the lapse period.
- Submit appropriate documentation of credits (certificates of completion, transcripts, CHPA event records or other accepted verification).
- Submit a completed reinstatement application, including any required attestations related to professional conduct and adherence to CHPA standards.
- Pay the applicable CCHP reinstatement fee in full at the time of application, as published by CHPA.

REVIEW AND APPROVAL

- CHPA will review reinstatement applications to verify that all continuing education, documentation and fee requirements are met.
- CHPA may request additional clarification or documentation if submitted materials are incomplete, unclear or inconsistent.
- Reinstatement is not guaranteed; applications that do not demonstrate completion of the required credits, do not meet ethical or professional standards or are submitted after the one year reinstatement window will be denied, and the applicant will be advised of the need to retake the CCHP exam.

REINSTATEMENT STATUS DECISIONS

- Upon approval, the CCHP designation is reinstated, and the holder may again use “CCHP” after their name in accordance with CHPA style and brand guidelines.
- The new certification term and future renewal date will be communicated in writing at the time of reinstatement.
- If reinstatement is not approved, or if more than one year has passed since expiration, the individual must apply for and pass the CCHP exam under the then-current eligibility and fee structure to regain the credential.



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