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STATE OF FLORIDA

Candidate Information Booklet for the

Community Association Managers Examination

***Bureau of Education Testing
Northwood Centre
1940 North Monroe Street
Tallahassee, Florida 32399-0791
850.488.5952
<http://www.myflorida.com/dbpr>***

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**CANDIDATE INFORMATION BOOKLET FOR THE
COMMUNITY ASSOCIATION MANAGER LICENSURE EXAMINATION**

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STATEMENT OF NONDISCRIMINATORY POLICY

The Department of Business and Professional Regulation does not discriminate among candidates on the basis of age, sex, race, religion, national origin, handicap, or marital status.

This edition of the Candidate Information Booklet for the Community Association Manager’s Licensure examination supersedes all previous editions.

Visit our Web Site at: <http://www.myflorida.com/dbpr>

I. INTRODUCTION

This Candidate Information Booklet is designed to introduce Computer Based Testing and provide candidate information for the Community Association Manager Examination.

The Department of Business and Professional Regulation has retained the services of Pearson Vue/Promissor to schedule, administer, score and report the results for computer based testing. Pearson Vue/Promissor is a leading provider of assessment services to regulatory agencies and national associations and offers licensing and credentialing support services to associations, state agencies, and private industry.

Your examination(s) will be administered on an electronic testing system. The testing system eliminates the use of paper, pencil and answer sheets. Candidates input their responses by entering the answer of their choice (A, B, C or D). Before you begin the examination, you will have an opportunity to go through a tutorial on the computer. The computer is very simple to operate; it should only take you a few minutes to learn to use it.

The screen features a variety of function buttons to help candidates navigate through the exam. The function buttons are located in the same position throughout the test.

Candidates can mark a question for review, move forward or backward one question at a time, or move to a specific question.

The summary screen, which can be accessed at any time during the exam, shows candidates the following:

- Number of questions answered
- Number of questions unanswered and/or skipped
- Time remaining for the examination

II. TESTING LOCATIONS AND RESERVATIONS

[To locate a Pearson Vue Center near you, as well as to check that site's availability, use this link to view the vendor web site for more details.](#)

MAKING YOUR TEST RESERVATIONS

TELEPHONE RESERVATIONS

A Pearson Vue/Promissor Customer Care Associate will help you select a convenient examination date and location, provide specific instructions and directions, and answer any questions you may have. The best times to call for a reservation are: Monday – Friday (8am – 11pm), Saturday (8am – 5pm), and Sunday (10am – 4pm). Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you call at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis.** Please have the following information when you call to make an examination reservation:

- Your Authorization Notice (which is enclosed with this Candidate Information Booklet)
- Identification number listed on your authorization notice
- Your full name, address, social security number, day telephone number
- The location of the test center you desire
- The name of the examination(s) you will be taking

You will receive a Confirmation Number. Write this number down. You will need it to be admitted to the test center on examination day.

Confirmation #: _____

Exam Date: _____

Testing Center Location: _____

Customer Care Associate: _____

INTERNET RESERVATIONS

As an alternative, candidates may register via the Internet. You may submit a request via the Internet to Pearson Vue's website at <http://www.PearsonVue.com> twenty-four (24) hours a day, seven (7) days a week, **provided you include a credit card number, electronic check or voucher**. Reservations can be made up to and including the day you wish to sit for your exam based on availability. However, it is strongly recommended you call at least two (2) days before the examination date desired **since reservations are made on a first-come, first-served basis**. A confirmation of this reservation will be returned to you via or email within twenty-four (24) hours of receipt of your reservation request. Examination reservations may be canceled or changed via or Internet.

A candidate may cancel the examination reservation **up to two (2) business days prior to the exam date without a financial penalty**.

III. THE EXAMINATION

CONTENT OVERVIEW

The Community Association Manager examination consists of 100 multiple choice questions based on entry level knowledge of state and federal laws pertaining to the operation and management of community associations, preparation of community association budgets, procedures for noticing and conducting community association meetings, insurance matters relating to community associations, management skills, and association maintenance.

CONTENT OUTLINE

All questions are weighted equally. The subject areas, the approximate proportion of examination questions in each subject area, and the sub-areas assigned to each subject area are as follows:

- I. Law (20%)
 1. Utilize the Not-for-Profit Corporate Act- Chapter 617, F.S.
 - a. knowledge of the scope of authority of a not-for profit corporation
 2. Utilize the Condominium Act- Chapter 718, F.S. and F.A.C.
 - a. knowledge of ownership of and additional alterations to common elements
 - b. knowledge of governing document existence
 - b. knowledge of disclosure requirements
 - c. knowledge of rights, privileges, and obligations of the unit owner
 3. Utilize the Florida Vacation Plan and Timesharing Act- Chapter 721, F.S.
 - a. knowledge of record keeping and financial reporting requirements
 - b. knowledge of differences between timeshare and other forms of regulated property ownership
 4. Utilize the Fair Housing Act
 - a. knowledge of protected categories
 - b. knowledge of familial status provisions
 - c. knowledge of physical handicap provisions
 - d. knowledge of exemption options
 5. Utilize the Cooperative Act- Chapter 719, F.S. and F.A.C.
 - a. knowledge of governing document existence
 - b. knowledge of rights, privileges, and obligations of the developer
 - c. knowledge of transition requirements
 6. Utilize the Homeowners' Association Act- Chapter 720, F.S. and F.A.C.
 7. Utilize Employment Laws
 - a. knowledge of tax withholding requirements
 - b. knowledge of Americans with Disabilities Act
 8. Knowledge of Association's Right of Access to Individual Units
 - a. knowledge of governing document existence
 - b. knowledge of differences among common elements, limited common elements, common areas, and association property
 - c. knowledge of cable television requirements
 9. Utilize Lien Laws

- a. knowledge of statutory and documentary assessment lien rights
- b. knowledge of statutory and documentary construction lien rights
- c. Community Association Management, Part VIII, Chapter 468, F.S. and Chapter 61-20, F.A.C.

II. Procedure (25%)

- 1. Notice Association and Board Meetings
 - a. knowledge of types of meetings
 - b. knowledge of requirements of conducting a meeting (Association membership and special meetings, and meetings of the Board)
 - c. knowledge of proof of notice of meeting
 - d. knowledge of agenda requirements
 - e. knowledge of proxy requirements
 - f. knowledge of voting and abstaining from voting
 - g. knowledge of minutes and records requirements
 - h. knowledge of election process, recall, and filling vacancies upon resignation
 - i. knowledge of quorum requirements
 - j. knowledge of scope of authority of association officers and directors
 - k. knowledge of notice content, posting, delivery requirements for board and association members

- 2. Facilitate Committee Operations
 - a. knowledge of creation of committees
 - b. knowledge of scope of authority
 - c. knowledge of notice, agenda, and procedures
 - d. knowledge of development and understanding of committee reports
 - e. knowledge of search committee functions

- 3. Knowledge of Voting Procedures
 - a. knowledge of governing document existence
 - b. knowledge of balloting
 - c. knowledge of developer rights and privileges
 - d. knowledge of transition members' meeting
 - e. knowledge of eligibility requirements
 - f. knowledge of voting certificates

III. Budget (25%)

1. Utilize Budget Procedures
 - a. knowledge of expenditure categories
 - b. knowledge of funding the budget
 - c. knowledge of budget adoption procedures
 - d. knowledge of reserve requirements
 - e. knowledge of amending the budget
 - f. knowledge of surplus funds
2. Budget for Reserves
 - a. knowledge of governing document existence
 - b. knowledge of reserves, waiver, and transfer procedures
3. Assist in Annual Financial Reporting
 - a. knowledge of reserve disclosures
 - b. knowledge of annual financial report and financial statement requirements
4. Knowledge of Control and Disbursement of Funds
5. Utilize Reserve Funds
 - a. knowledge of record keeping
 - b. knowledge of governing document existence
 - c. knowledge of appropriate use
6. Collect Assessments
 - a. knowledge of time and due dates of assessments
 - b. knowledge of developer obligation for assessments
 - c. knowledge of liability for assessments
 - d. knowledge of association assessment records
 - e. knowledge of procedures for levying assessments

IV. Insurance (12%)

1. Obtain and Fulfill Insurance Requirements
 - a. knowledge of association property and liability insurance
 - b. knowledge of unit owner property and liability insurance
 - c. knowledge of limited liability and exclusions
 - d. knowledge of flood insurance
 - e. knowledge of loss control procedures
 - f. knowledge of insurance policy deductibles
 - g. knowledge of governing documents
 - h. knowledge of Certificates of Insurance
 - i. knowledge of handling insurance claims
 - j. knowledge of fidelity bonding
 - k. knowledge of performance bonds
 - l. knowledge of Florida Windstorm Underwriting Association
 - m. knowledge of joint underwriters association
2. Obtain Insurance Coverage on Officers and Directors
 - a. knowledge of liability insurance coverage for officers and directors
 - b. knowledge of liability insurance exclusions for officers and directors

V. Management/Maintenance (18%)

1. Enforce Governing Documents
 - a. knowledge of rights and obligations of tenants/owners
 - b. knowledge of violations and enforcement procedures
 - c. knowledge of procedures for imposing fines, penalties, and fees
 - d. knowledge of alternative dispute resolution

2. Facilitate Agreements and Leases
 - a. knowledge of bidding requirements
 - b. knowledge of contract requirements
 - c. knowledge of governing document existence

3. Repair and Maintain Property
 - a. knowledge of pool maintenance requirements
 - b. knowledge of security guard requirements
 - c. knowledge of pest control regulatory requirements
 - d. knowledge of elevator service and operation requirements
 - e. knowledge of property maintenance requirements

4. Employment Practices
 - a. knowledge of personnel management
 - b. knowledge of communication skills
 - c. knowledge of customer service skills

PILOT TESTING

The examination may contain a small number of experimental or “pilot” test questions. The purpose of including pilot test questions within the examination is to expand and improve the bank of questions from which future examinations will be drawn. This is a common practice used by many national and state examination programs and is a critical step in ensuring the continued reliability and validity of these examinations. In the event that pilot test questions are included within the examination, these questions will **NOT** be counted when computing your scores. Additional time will be given for answering the pilot test questions. The time allowed for testing has been evaluated to ensure there is adequate time for completing test questions and pilot questions.

Pilot questions are **NOT** identified. If the pilot questions were identified, many of the candidates would skip them and the results would not be valid. The development of a good examination requires accurate candidate response information for the pilot questions.

TEST TAKING ADVICE

The advice offered here is presented primarily to help you demonstrate knowledge and maximize your chances of passing the examination.

- Read all instructions carefully.
- For best results, pace yourself by periodically checking your progress. This will allow you to make any necessary adjustments.
- Be sure to record an answer for each question, even the items about which you are not completely sure. You can note the questions you wish to reconsider on the computer testing system and return to them later.
- Alert a Proctor or Test Center Manager to any problems that may occur during the examination. Do not wait until the examination is over to inform someone about a problem.

SUPPLIES

It is expressly understood by each candidate that the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff hereby assume absolutely no liability of any nature whatsoever for any items of the candidate's personal property which may have been brought to, left at, or left outside the examination site. It is further understood that the candidate's admission to the examination shall hereby constitute the candidate's full, knowing, and complete waiver of any and all such claims against the State of Florida, and/or the Department of Business and Professional Regulation, and the Department's staff.

What to Bring:

- Any personal items or supplies needed during the examination must be encased in a **clear plastic bag**, no larger than **8" X 11"** in size.
- Calculators that are necessary for any examination must be silent, handheld, non-printing and non-programmable.
- To better serve our “English as a second language” candidates, the Bureau of Education and Testing is permitting the use of foreign language translation dictionaries during the examination. Translation

dictionaries shall contain word for word or phrase translations **ONLY**. Dictionaries that contain definitions of words, explanations of words, or handwritten notes may not be used. Testing center staff will inspect and approve each dictionary before it can be used during the examination. In order to maintain security and to ensure fairness to all candidates, candidates are limited to the use of a single dictionary.

- If you have any questions concerning acceptable translation dictionaries, please contact the Bureau of

Testing, Examination Administration Unit at 850.488.5952 or you may fax your question to 850.487.9757

What Not to Bring:

Unauthorized supplies, those not listed in this Candidate Information Booklet, will be subject to removal by a Pearson Vue/Promissor representative at the examination site.

The following items are **NOT** allowed in the examination room:

- Cameras, tape recorders, or computers;
- Pagers, electronic transmitting devices, or telephones (watches with alarms or beepers should be set so that they will **NOT** sound or go off during the examination administration);
- Any bound or loose-leaf reference materials and notes;
- Dictionary, thesaurus, or other spelling aids;
- Canisters of mace, pepper spray, or other personal defense items;
- Purses, briefcases, portfolios, fanny packs, or backpacks.

REFERENCES

Candidates may find the following resources helpful when studying for the Community Association Licensure examination.

Florida Laws

Chapter 468 Part VIII, Florida Statutes, Community Association Management (CAM) Law
Chapter 498, Florida Statutes, Florida Uniform Land Sales Practices Law
Chapter 607, Florida Statutes, Florida Business Corporations Act
Chapter 617, Florida Statutes, Florida Not-For-Profit Corporations Act
Chapter 718, Florida Statutes, Condominium Act
Chapter 719, Florida Statutes, Cooperative Act
Chapter 720, Florida Statutes, Homeowners' Association Act
Chapter 721, Florida Statutes, Florida Vacation Plan and Timeshare Act
Chapter 760, Part I, Florida Statutes, Florida Civil Rights Act
Chapter 760, Part II, Florida Statutes, Florida Fair Housing Act
Chapter 482, Florida Statutes, Pest Control
Chapter 399, Florida Statutes, Elevators
Chapter 514, Florida Statutes, Public Swimming and Bathing Facilities
Chapter 493, Part III, Florida Statutes, Private Security Services

Florida Statutes can be found on the Internet at:

<http://www.leg.state.fl.us/Statutes/index.cfm?Mode=View%20Statutes&Submenu=1&Tab=statutes>

Florida Administrative Code

Florida Administrative Code Chapter 61-20
Florida Administrative Code Chapter 61E14-1
Florida Administrative Code Chapter 61E14-2
Florida Administrative Code Chapter 61E14-3
Florida Administrative Code Chapter 61E14-4

Florida Administrative Code can be found on the Internet at:
<https://www.flrules.org/Default.asp>

IV. ADMINISTRATIVE POLICIES

CHANGE AND CANCELLATION POLICIES

To **CHANGE** or **CANCEL** your examination without monetary penalty, you must notify Pearson Vue **at least 48 hours** prior to your examination time. Note, this is different than two days, e.g. your exam time is 10:00 a.m. on February 16. You must cancel no later than 10:00 a.m. on February 14 in order to be eligible for a full refund. If you **DO NOT** call Pearson Vue/Promissor to change or cancel your appointment **48 hours** prior to your examination time, you will owe Pearson Vue/Promissor the full examination fee.

ABSENCE POLICY

If you are unable to attend the examination for which you were scheduled, you may be excused for the following reasons:

- Your illness or that of an immediate family member;
- Death in the immediate family;
- Disabling traffic accident;
- Court appearance or jury duty; or
- Military duty.

All candidates seeking excused absences must submit written verification and supporting documentation of the situation to Pearson Vue/Promissor no later than fourteen (14) days after the original examination date. Documentation of medical absences must have the original signature of the medical practitioner. Stamped signatures will **NOT** be accepted.

ADMISSION TO THE EXAMINATION

When registering at the test center, you will be required to have the following items:

- Two (2) forms of identification, one of which bears your picture and signature: driver's license, state identification card, passport, or notarized photograph bearing your signature. **YOU MUST BE PREPARED TO SHOW PROPER I.D. TO GAIN ADMISSION TO THE TEST SITE.** Student and employment I.D. cards are not acceptable.
- The confirmation number you were given when you made your examination reservations.

ADMISSION PROCEDURES

- Please report to the test center thirty (30) minutes prior to your scheduled examination. The Test Center Manager will assign you a seat and assist you with the computer. You may take up to fifteen (15) minutes to complete the tutorial and the Test Center Manager will answer any questions you may have about the computer testing unit at this time.
- The time you spend on the tutorial will **NOT** reduce the time allotted for taking your examination. When you feel comfortable with the computer testing unit, you may begin your examination. The time of the examination begins the moment you look at the first question on your examination.
- Your specific reporting time will be given to you when you make your examination reservation. Please allow yourself sufficient time to find the test center. Make sure you have all necessary documentation before you report for registration.
- At the completion of the examination, your score report will provide instructions on the next step of the licensure process.

LATE ARRIVALS

Test Center Managers will review the daily schedule for that day to determine if the candidate can be accommodated due to tardiness. If the tardiness is due to an emergency (i.e., car trouble, traffic accident, etc.), the candidate must provide documentation of the event. If the candidate **cannot** be accommodated due to unexcused tardiness, they will be liable for the test fee for that day in addition to the new test fee and classified as a “No Show.”

RULES FOR THE EXAMINATION

- The examination materials, documents, or memoranda of any kind are not to be taken from the examination room.
- Listen carefully to the instructions given by the Test Center Manager and read all directions thoroughly. Test Center Managers are **NOT** qualified or authorized to answer questions concerning examination content. However, if you have any procedural questions, they will do their best to assist you.
- If you have a concern about the content of an examination question, please request a “Candidate Comment Form”.
- You must have the Test Center Manager’s permission to leave the examination room. You will **NOT** be allowed additional time to make up for time lost.
- Smoking will not be permitted in an examination room or in the restrooms, based on the October 1985 Florida Clean Indoor Air Act.
- Do not bring food into an examination room. If applicable, a lunch break will be provided. Drinks are allowed in spill proof containers. Children and visitors are **NOT** allowed in the test center.
- You are **NOT** permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the testing room. Any such materials brought into the testing room will be collected and returned to you when you have completed the test. Pearson Vue and the Department are **NOT** responsible for lost or misplaced items.

- Under NO circumstances will you be permitted to work beyond the time allotted for the examination. Time limits are generous; you should have ample time to answer all questions and check all work.

APPAREL

Please dress comfortably but appropriately for the examination. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate, and from time to time there are maintenance problems beyond the Department's or Pearson Vue's/Promissor's control. It is suggested that you bring a sweater or jacket in case the temperature is cooler than your individual preference.

CHANGE OF ADDRESS

If an address change occurs after your examination administration, please make corrections at <http://www.myflorida.com/dbpr> or by completing the change of address form provided at the end of this booklet.

CHANGE OR CORRECTION OF NAME

If you have a name change or correction, please send a copy of notarized legal documentation to the Central Intake Unit-License Maintenance immediately.

SPECIAL TESTING ACCOMMODATIONS

The Department of Business and Professional Regulation certifies that it will comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C.2000e, et seq.), in accommodating candidates who, because of a disability, need special arrangements to enable them to take an examination.

All applicants for an examination or a reexamination who desire special testing accommodations due to a **disability** must submit a written request to the Special Testing Coordinator prior to each exam. **Do not** submit your accommodation request with your exam application, it must be sent directly to;

Department of Business and Professional Regulation
Bureau of Education and Testing
Special Testing Coordinator
1940 North Monroe Street
Tallahassee, Florida 32399-0791

For more information regarding special testing accommodations, please visit webpage: <http://www.myflorida.com/dbpr/servop/testing/ADA.html> or call 850.487.9755.

V. SCORING INFORMATION AND GRADE NOTIFICATION

SCORING PROCEDURES

All questions are equally weighted. The grading process includes a statistical analysis of each question on the examinations. Questions found to be statistically deficient are subject to further review. In the event that this review leads to a change in the answer key that affects your score, you will be sent an amended grade report 2-3 weeks after the examination.

Examination scores are reported as a scaled score. The minimum score needed to pass has been scaled to seventy-five.

NOTIFICATION OF RESULTS

All candidates will receive an official photo-bearing score report immediately following completion of their examination.

EXAMINATION REVIEW & CHALLENGE PROCESS

Candidates who fail an examination are entitled to review the questions answered incorrectly, under such terms and conditions as may be prescribed by the Department of Business and Professional Regulation. The request to review must be made within twenty-one (21) days from the date of the examination and can be scheduled by going online to: <http://www.pearsonvue.com> or by calling 1.888.204.6230.

The same security requirements observed at the examination will be followed during the review session. Reviews will be held at a Pearson VUE/Promissor testing center. Candidates will review only the questions they missed on computer. Per Bureau Rule, 61-11.017 (3) (c), a failing candidate who has reviewed examination must wait **twenty-one (21) days** before sitting for his/her next examination.

Fees

[Computer Based Testing Examination Review Fee Matrix](#)

Review Session

The review session is considered to be an extension of the examination administration. Only the candidate may attend the review session. Proper identification is required to obtain entry. No talking or note taking of any kind is allowed. Review sessions are usually one-half of the exam administration time. For example, for an exam lasting 2 hours and 30 minutes, the candidate will be allowed 1 hour and 15 minutes to review.

Challenge Process

Written challenges are accepted for DBPR developed examinations. Candidates are given an opportunity during the review session to note in writing, on the computer, any objections they have to questions answered incorrectly. The challenges are forwarded to the Bureau of Education and Testing for review by a Psychometrician and subject matter experts to determine if there is any merit to the candidate's objection.

The response time to challenges, on average, is approximately 4 weeks. Due to the confidential nature of the examinations, the only response you will receive is **“credit”** or **“no credit”** for each challenged question. Credit will only apply to the candidate who reviewed and challenged.

For informal review and formal hearing procedures visit www.pearsonvue.com .

REEXAMINATION INFORMATION

A candidate who fails to achieve the required passing score on the examination may be reexamined upon submission of a reexamination application. Pertinent reexamination information is provided to all affected candidates along with the original grade report.

POINTS OF CONTACT

PLEASE CONTACT THE APPROPRIATE OFFICE FOR QUESTIONS REGARDING THE FOLLOWING:

Application Policies and Fees

Customer Contact Center
1940 North Monroe Street
Tallahassee, Florida 32399-0783
850.487.1395

Scheduling, Grade Notification, and Reviews

Pearson Vue, Inc.
Customer Care at 1.888.204.6230
Web site <http://www.PearsonVue.com>
Fax-Back System at 1.800.274.8920

Formal Hearings

Department of Business and Professional Regulation
Bureau of Education and Testing – Review Office
1940 North Monroe Street
Tallahassee, Florida 32399-0791
850.488.5952

Requests For Special Testing Accommodations

Examination Administration Unit - Special Testing
Department of Business and Professional Regulation
Bureau of Education and Testing
1940 North Monroe Street
Tallahassee, Florida 32399-0791
850.487.9755

FOR INFORMATION REGARDING HOTELS OR DIRECTIONS TO THE EXAMINATION SITE, CONTACT THE CHAMBER OF COMMERCE IN THE CITY WHERE YOUR EXAMINATION HAS BEEN SCHEDULED.

Visit our website at:

<http://www.myflorida.com/dbpr>

Please fill out the change of address form below and return to:

Florida Department of Business and Professional Regulation
Central Intake Unit – License Maintenance
1940 North Monroe Street
Tallahassee, Florida 32399-0783

Fax: 850.487.9529

ADDRESS CHANGE FORM
Community Association Manager

Please type or print in the appropriate spaces below if you have a change of address correction.

NAME: _____

*SOCIAL SECURITY NUMBER: _____

EXAMINATION DATE: _____

CANDIDATE NUMBER: _____

PHONE NUMBERS: _____

(H) Area Code/Number

(W) Area Code/Number

OLD ADDRESS: _____

NEW ADDRESS: _____

SIGNATURE: _____

NOTE: If your name has changed, please use your prior name on this form and contact the Council Office for name change information.

*Under the Federal Privacy Act, disclosure of Social Security numbers is voluntary unless specifically required by Federal Statute. In this instance, social security numbers are mandatory pursuant to Title 42 United States Code, Sections 653 and 654; and Sections 455.203(9), 409.2577, and 409.2598, Florida Statutes. Social Security numbers are used to allow efficient screening of applicants and licensees by a Title IV-D child support agency to assure compliance with child support obligations. Social Security numbers must also be recorded on all professional and occupational license applications and will be used for licensee identification pursuant to the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Welfare Reform ACT), 104 Pub.L.193, Sec.317.