

**CERTIFIED MEETING PROFESSIONAL (CMP)
CANDIDATE HANDBOOK
2007-2008**



CONTAINS:

- **OFFICIAL CMP POLICIES & PROCEDURES**
- **SUGGESTED REFERENCE MATERIALS**
- **DEADLINES & FEES**
- **ADDITIONAL PROGRAM DETAILS**

**Certified Meeting Professional (CMP) Candidate Handbook
Presented by Convention Industry Council (CIC)**

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ABOUT THIS DOCUMENT

This handbook contains all the policies and procedures necessary to complete the CMP process. Be sure to follow all the guidelines contained herein and comply with the required deadlines.

CONVENTION INDUSTRY COUNCIL CONTACT INFORMATION

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

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

Phone: 1+571-527-3116

Fax: 1+571-527-3105

Office Hours

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

Website

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

PART I: ABOUT THE CERTIFIED MEETING PROFESSIONAL

The Certified Meeting Professional (CMP) Program

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

Today, the CMP credential enjoys worldwide recognition as the badge of excellence in the meeting, convention and exhibition industry. The requirements for certification are based on professional experience and a rigorous examination. The elite CMP community now numbers more than 12,000 in 34 countries around the globe. The unique community represents every sector of the industry — from corporations and associations to governmental and institutional organizations.

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

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

The Certified Meeting Professional (CMP) Certification Board

A Certification Board is appointed by the member organizations of CIC to govern the program. Each of CIC's member organizations has representation on this board. In addition to representing the diversity that exists within the profession, the CMP Board serves as the voice for stakeholders dedicated to maintaining the highest industry standards.

Thomson Prometric is an independent testing company currently under contract with CIC to administer the Certified Meeting Professional (CMP) Examinations. Experts at Thomson Prometric work closely with CIC and the CMP Board to develop the exams that are used to evaluate a candidate's knowledge of the meetings profession. Thomson Prometric also scores the exam, sends the results to CIC and stores examination records. The CIC & CMP Boards of Directors oversee Thomson Prometric's activities to ensure that all components of the examination process meet certification standards. A reliable network of volunteers also provides invaluable support, along with study group leaders from CIC member organizations throughout the world.

Benefits of a CMP Designation

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

The many benefits of a CMP designation include:

- Competitive marketing advantage: The CMP designation conveys to others your expertise in the planning, managing and execution of successful meetings having met the requirements to earn the CMP.
- Authority to use the CMP designation on letterhead, business cards, and all forms and address.
- A certificate attesting to your earning the meeting profession's highest designation.
- Recognition of your achievement through an industry press release and, if you wish, notification sent directly to your employer by the CIC.
- Professional development and increased knowledge of all aspects of meeting management gained during preparation for the CMP examination.
- Complimentary subscription to the bimonthly CMP email newsletter.
- Networking – CMPs are eligible to participate in exclusive CMP programs, including the annual CMP Conclave and invitations to attend CMP Breakfasts at industry meetings and events.
- Your listing within the CMP online directory located on the CIC website, www.conventionindustry.org.
- Verification of CMP standing by CIC staff.

Basic CMP Requirements

To qualify as a candidate for the CMP examination, you must demonstrate a broad range of experience in the field of meeting management, including:

- A minimum of three years employment experience in meeting management.
- Current, full-time employment* in a meeting management capacity.
- Responsibility and accountability for the successful completion of meetings.

* CIC will accept applications from applicants who have been unemployed for a period less than twelve (12) months from the date his or her application is submitted.

How to Become a CMP

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

CMP applications are reviewed after each application submission deadline. The North American CMP examination is administered twice a year on a Saturday in the summer and winter at more than twenty examination sites. CIC also offers the examination on an annual basis outside North America in conjunction with the IMEX Trade Show in Europe.

Schedule of Deadlines, Examination Dates & Locations

Exam	Winter 2009 Exam	Summer 2009 Exam
Application Deadline	August 20, 2008	February 25, 2009
Exam Registration Deadline	October 15, 2008	April 22, 2009
Examination	January 10, 2009	July 11, 2009
Locations <i>*MPI's World Education Congress</i> <i>***PCMA's Annual Meeting</i>	Atlanta, GA Boston, MA Chicago, IL Denver, CO New Orleans, LA*** New York, NY Orange County, CA Orlando, FL Ottawa, ON San Diego, CA San Francisco, CA Seattle, WA Washington, DC	Atlanta, GA Boston, MA Chicago, IL Denver, CO New York, NY Orange Co., CA Orlando, FL Salt Lake City, UT * San Diego, CA San Francisco, CA Toronto, ON Vancouver, WA <i>and/or</i> Portland, OR Washington, DC South Africa

CMP Fees & Refund Policies

Fees must be paid by credit card (VISA, Master Card, American Express), international bank transfer, money order, cashier's check or personal check made payable to Convention Industry Council. If paying by credit card, complete all information on the payment forms, including signature.

Fees Related to the CMP Program	
CMP Application Submission Fee	\$225 USD
Exam Registration Fee	\$450 USD
Exam Cancellation Fee	\$100 USD
Examination Hand Re-Scoring Fee	\$50 USD
CMP Recertification Fee	\$200 USD
CMP Recertification Late Fee	\$50 USD
CMP Recertification Lapsed Fee	\$100 USD
CMP Emeritus Fee	\$100 USD

All fees are subject to change at anytime. **The CMP Application Fee is non-refundable and all CMP fees are non-transferable.**

Fee Payment Policy

If fees are paid by credit card, and the credit card company refuses to approve the charge, a \$25 USD charge will be added to the total fee due. Once a credit card payment has been rejected, CIC will only accept payment by money order or certified check. If a personal check does not clear, a \$25 USD charge will be added and CIC will only accept payment by money order or certified check. Any outstanding fees must be paid before proceeding to the next step in the CMP process.

PART II: APPLYING FOR THE CMP DESIGNATION

Eligibility

Eligibility is based on a point system for actual experience in meeting management. To qualify, you must acquire a minimum of 90 (out of possible 150) points on the CMP application, which is available for download on the CIC website. The five specific areas of meeting management which make up the application and the maximum points that can be earned in each section are:

- Experience in Meeting Management — 35 points maximum allowed
- Management Responsibility — 50 points maximum allowed
- Education and Continuing Education — 25 points maximum allowed
- Membership in Professional Organizations — 10 points maximum allowed
- Professional Contribution to the Field — 30 points maximum allowed

Specific information for determining and reporting earned points in each area is included in the CMP application form. Before submitting your application, total your points to determine if you have the minimum of 90. **Do not submit an application with less than 90 points.** You will forfeit your application submission fee.

Application Policies and Procedures

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

- Submit the completed application form, fee payment and supporting documentation to the CIC office by the published deadline. **Your application and fee must be received by the application submission deadline that corresponds with the examination date you wish to take. It is the responsibility of the applicant to meet all scheduled deadlines associated with the program.**
- Applications must be filled in completely and legibly, or they will be returned without evaluation.
- Supporting documentation must be enclosed with the original application, including documentation of formal education such as transcripts or diplomas, proof of professional organization membership(s) and published articles claimed in the application. **All transcripts, diplomas or certificates of completion must be submitted with the application form in English. If these documents are in a language other than English, a translation agency must translate these documents into English, and the candidate is responsible for having the translated documents notarized.**
- Applications received after the published deadline will be processed during the next application review cycle.
- To confirm CIC's receipt an application, please include a stamped/self-addressed postcard that may be returned as confirmation that the CIC office received the application. For applicants outside the U.S., it is suggested that a reliable document delivery service be utilized, such as Federal Express, UPS, Airborne Express, DHL, etc., when sending applications. This method will allow applicants to track their package as well as confirm on time delivery of their application.
- Due to the volume of applications received in a short period of time, the CIC office will not verify receipt of applications via telephone.

Application Submission Fee

- The application submission fee entitles the applicant to a review of their application by the CMP Board and CIC staff to determine eligibility.
- The CMP Application Submission Fee is non-refundable.
- **There is no provision for late submission of applications, even for an additional fee.**

Online Options for Applicants

Applicants have the option of paying the application submission fee online with a credit card. The applicant must review the application form and determine whether he or she can qualify (earn 90 points or more on the application) BEFORE paying the fee. If an applicant submits credit card information online and either neglects to complete the process by submitting the hardcopy application by mail, cannot earn 90 points or more on the application or the application is not received at CIC by the published deadline, the fee paid online will not be refunded. The fee cannot be transferred to another applicant and cannot be applied to another application submission deadline.

Application Review

The CMP Board and CIC staff reviews all applications to determine an applicants' eligibility to take the examination. Those applicants who do not qualify initially receive an additional review by a CMP Board member. Approximately four (4) weeks prior to the examination registration deadline, applicants who are eligible to take the examination will receive an eligibility notification via email from CIC. This correspondence will include examination registration instructions. Once a candidate has received this notification, he/she must then register and pay the examination fee by the registration deadline in order to take the next examination.

Denial of Eligibility

Based on the information provided on the application, an applicant may have insufficient meeting management experience and/or points to be eligible for the CMP examination.

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

If an applicant is deemed ineligible for the CMP examination, CIC will send notification via email indicating the sections of the application where points were reduced or discounted. Applicants who reapply must submit a new, updated and complete application and application submission fee.

Application Appeals Process

An applicant who has been notified of ineligibility due to insufficient points may (within fourteen (14) calendar days of the notice) appeal the results in writing to the CIC office. An appeal is a letter addressed to the Chair of the CMP Board c/o the CMP Program Director at the CIC address provided on page 2. Appeals can also be accepted via email: cic@talley.com or fax 1+571-5273105. The appeal process is the applicant's opportunity to clarify or provide further explanation of any items that were discounted by the reviewer. It is also an opportunity for the applicant to submit documentation that was previously omitted or to submit new items for consideration for additional points.

There is no appeal allowed for applicants who are ineligible because their applications had missing pages or if information was misrepresented.

Time Limit for CMP Eligibility/Candidacy

Candidates have two (2) years from the time their applications are accepted to take the examination. This eligibility period offers candidates flexibility in registering to take the exam so candidates should choose an examination that best fits their schedule. Two (2) years represents five (5) opportunities in which to take the exam. This two (2) year period begins as soon as CIC notifies applicants of their eligibility.

Candidates who do not take the examination during this time period must reapply, pay the current application submission fee, and receive approval on the application to be considered eligible to take the examination again. The period of eligibility after reapplication is also two (2) years. The reapplication fee is the same as the current initial application fee at the time of reapplication.

Candidate Confidentiality

The identity and information concerning all CMP applicants and approved candidates is confidential. Information concerning an applicant's status is communicated directly to the individual via email. Application review results are not provided over the phone or to any third party.

Application Instructions

Make a copy of your completed application for your personal records as reviewed applications become the sole property of CIC and will under no circumstances be released back to the applicant.

It is suggested that applicants utilize a reliable document delivery service such as Federal Express, UPS, Airborne Express, DHL, etc., when sending in their applications. This method will allow applicants to track their package as well as confirm on-time delivery of their application. Submit completed applications to:

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

Application Tips

To assist you in completing your CMP application, the following guidelines are included for your reference. Please use this information as you fill out your application and call the CIC office for clarification if you have questions.

Work Experience

- The 40/60/80 Rule
Sales – 40% meeting management (applies to nearly all sales positions)
Catering Sales and Service – 60% meeting management (often applies to social catering or small meetings service representatives)
Convention Services – 80% meeting management
Corporate, Association or Independent Planners – 100% meeting management
- Banquet Managers and Supplier administrative or coordinator level positions receive 25% meeting management.
- If you are certain that your job merits a higher percentage than the industry standard, please send a resume or official job description to claim higher points.

Continuing Education

- If the subject matter is not clear from the course title, please include an agenda.
- Two (2) hours of trade show floor time per program, not per day, is accepted for continuing education credit. This excludes continuing education courses occurring in conjunction with trade shows, which should be counted separately.
- Monthly chapter meetings qualify as one (1) hour of continuing education credit. The date and topic for each meeting attended must be supplied. Submitting a range of dates without specific topics will not be accepted.

Professional Contributions

- To receive points for articles, the application must have written the article, not just been quoted.
- In-house awards do not qualify for points on the CMP application.

General

- Documentation – Required for the following sections:
 - Formal education
 - Internships
 - Memberships
 - Articles
 - College or university level meeting management courses
 - Professional designations and awards
 - National leadership roles
- Experience as well as all continuing education and professional contributions must be complete by the application deadline. In addition, any professional memberships claimed for credit must be purchased by the deadline in order to receive credit.
- All experience and other meeting management activities submitted for points on the CMP application must have occurred in a professional context, not earned during college. Points are given for formal education and internships, which is understood to have included student-level experiences.

PART III: THE CMP EXAMINATION

Registering for the Examination

Upon receiving notification from the CIC that your application was approved, you are now eligible to register to take the examination. Detailed instructions on completing the registration process both online and by mail are included in email notification announcing application review results. Candidates may complete the registration process completely online at www.conventionindustry.org. At registration, candidates will select a site from the available list of examination locations and submit the examination registration fee. Candidates who register online will receive an email registration confirmation if their transaction was successful. Registration by mail is also available to candidates; however, please allow extra time for this method. Regardless of the method used to register for the examination, candidates are responsible for meeting all scheduled deadlines associated with the program.

Examination Locations

The examination locations listed on page 4 of this handbook are representative of approximately two thirds of the complete listing of offered locations that will appear at examination registration. CIC adds approximately ten (10) additional locations per examination based on candidate demand. If sufficient interest is demonstrated in holding the examination in a city not represented in the “core” list, CIC may add the city to the official list of locations.

How to Request an Additional Examination Site*

To request that a city be considered as an additional examination location:

- A representative from the group of applicants (or study group leader) must submit to CIC a written request that lists each applicant from the group that is interested in the site.
- A minimum of twenty (20) approved candidates is required for a request to be considered.
- The request must be submitted to CIC no later than fourteen (14) calendar days following the application submission deadline.
- CIC reserves the right to cancel an additional site if a minimum of twenty (20) approved candidates do not register for the site or if cancellations bring the candidate total below twenty (20).

* Requesting an additional examination site outside of North America requires additional notice. Please contact CIC Headquarters for further instructions.

Examination locations are subject to change based upon demand. If a sufficient number of individuals do not register for a given site, CIC may combine locations or cancel locations. Facility name, room names, reporting times and any other examination particulars are provided three (3) weeks prior to the examination date by mail in the form of an “Admission Ticket” mailed directly to registered candidates by Thomson Prometric, the testing agency hired by CIC to ensure examination consistency and security across testing sites.

Examination Fee

The examination registration fee entitles candidates to seating for one examination, a copy of examination results and score report, and one copy of the CMP certificate upon receiving a passing score.

Examination Cancellation Policy

All requests for refunds must be made in writing. CIC reserves the right to deny refunds.

Candidates may cancel their examination registration with the applicable cancellation fee if written (via mail, fax or email) notification is received by CIC at least thirty (30) calendar days prior to the day of the examination. The cancellation fee is subtracted from the initial payment, with the remainder of the examination fee refunded via the original method of payment. CIC cannot postpone registrations for the examination and/or transfer fees to future examinations. Candidates *will not* be able to change an examination location less than thirty (30) calendar days prior to a scheduled examination. Cancellations made less than thirty (30) calendar days prior to the examination and no-shows on the day of the examination will result in forfeiture of the entire examination fee.

Exceptions to the Cancellation Policy: The CIC recognizes that serious issues may arise that could prevent a candidate from canceling their registration within the timeframe prescribed above. There are six (6) acceptable reasons for canceling from the exam less than thirty (30) calendar days prior to the examination date:

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

A candidate who fails to appear for a scheduled examination due to one of the reasons listed above must submit the reason for failing to appear in writing to CIC within fourteen (14) calendar days following the scheduled examination date. The written request must be accompanied by meaningful documentation supporting the claim that the situation physically prevented the candidate from taking the examination on the scheduled date, at the scheduled examination location, through no fault on the part of the candidate. For injuries and illnesses to be considered acceptable, documentation must prove that the onset of the injury and/or condition occurred AFTER the candidate registered to take the exam OR that the injury and/or condition worsened AFTER the date of registration. Childbirth is not an acceptable reason to cancel, however complications there of would be acceptable if meaningful documentation can be provided as outlined above. Upon review of the written request and accompanying documentation, approved requests will be issued a refund less the applicable cancellation fee.

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

Accommodations for Candidates with Disabilities and other Special Considerations

CIC and its testing agency, Thomson 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 utilizes the guidelines put forth in the documents listed above to address similar requests made by candidates outside the U.S. Any individual who has a physical or cognitive impairment or limitation that prevents him/her from taking the examination under standard testing conditions may request special testing arrangements. The types of accommodations that may be provided include large print test booklet, a person to read and/or mark the answer sheet, extended testing time (if requesting extended time, please indicate how much time is needed), and/or a separate testing room.

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

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

Documentation from a physician or appropriate authority (e.g., psychologist, vocational specialist, etc.) is required to confirm the candidate's special needs and testing adaptation request. If religious beliefs prohibit an individual from taking the examination on a Saturday, an alternate day may be requested. The request must be accompanied by a letter of confirmation from the individual's clergy. *This documentation must be received by CIC prior to the examination registration deadline. Due to the arrangements that must be made to accommodate such requests, no requests submitted to CIC after the examination registration deadline can be accommodated.*

After reviewing requests, the professional testing agency hired by CIC, Thomson Prometric, will send a letter confirming any special arrangements. CIC will make every effort to assist with special requests, except when it may alter the examination or results, or if it causes an undue burden on the testing center. There is no additional charge for special arrangements.

English as a Second Language

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

About the Examination

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

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

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

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

Pre-testing of Examination Questions

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

Study of the Profession

At five year increments, a study called a Job Analysis is conducted to ensure that the CMP examination is current. Meeting professionals are surveyed to help evaluate the level of knowledge and skills that are expected within the profession.

A survey of job tasks is given to meeting professionals as part of the analysis process. The CMP Blueprint is developed from their responses, based on how relevant these job tasks were to the daily practice of meeting management. The CMP examination contains questions covering the variety of functions a meeting planner must perform based on the CMP Blueprint.

CMP Examination Blueprint (Effective January 2007)

The knowledge base is categorized into 5 domain areas, 49 tasks and 230 knowledge topics. The five domains identify major content areas which compose the exam, with an indication (percentage in parenthesis next to each domain and range of questions next to each task) of the amount of the exam that will be devoted to that domain. The new Blueprint will take affect beginning with the January 2007 CMP examination (*see page 21 for a copy of the CMP Blueprint and a cross-reference guide to the recommended study texts*).

Examination Day Instructions

Confirmation of examination arrangements is mailed to all candidates who have registered for the examination by the testing agency, Thomson Prometric, in the form of an "Admission Ticket." Admission tickets are mailed at least three (3) weeks prior to the scheduled examination. No one may enter the examination center without registering through CIC and receiving the Admission Ticket from Thomson Prometric. Prior to the day of the examination, candidates should identify the exact examination location, the best way to get there and where to park.

What to Bring on Examination Day

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

- The Examination Admission Ticket from Thomson Prometric confirming examination location and seating for the examination
- One form of photo identification with an imprint of your name and bearing your signature (e.g. Driver's license, passport, military ID, other federal/state/county issued ID, employee identification card or badge, etc.). The name printed on your identification must match the printed name on your Examination Admission Ticket from Thomson Prometric or you will not be admitted to the examination room.
- Two (2) sharpened soft lead (No.2) pencils and an eraser

Suggestion: As room temperature at examination locations may vary, candidates should bring a jacket or sweater for personal comfort. A wrist watch to pace your time is also suggested.

If candidates fail to bring the required items with them on the scheduled examination day, they will not be allowed to take the examination. They will be considered absent and will forfeit the full examination fee.

Please note that visitors are not allowed in the test center, and childcare is not provided.

Reporting Time

Report to the examination location promptly at the time indicated on your admission ticket. The time needed to check in candidates may vary according to the number of candidates at each location. Examinations usually begin at 09:00, although the candidate reporting time may be much earlier. *It is the candidate's responsibility to allow sufficient time to reach the location and find parking prior to the start of the examination.* Candidates must be in the examination room when the proctor starts instructions – typically one half hour before the actual testing begins. No one will be permitted to enter the examination room after the proctor instructions have begun.

There are no exceptions to this rule.

Late Arrival

Candidates who report late for the examination (after examination instructions have begun) will lose their reservation. They will be considered absent and the Failure-to-Appear Policy found on page 10 of this Handbook will apply.

There are absolutely no exceptions to this rule.

Weather Emergencies

The examination will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the examination location inaccessible or unsafe, the examination will be canceled. If the facility where you are scheduled to take the examination (test center) is closed due to weather or other unexpected events, the examination scheduled to take place at that location will likewise be cancelled. Local radio and television stations may broadcast any test center cancellations on the day of the examination. Candidates may also call Thomson Prometric on the day of the examination at +1-609-895-5161 for confirmation that an examination has been cancelled.

Check-in Procedure

The Thomson Prometric Supervisor and/or CMP Proctor will verify each candidate's Admission Ticket and identification he/she provides against the candidate roster. Proctors will sign each candidate in and out of the examination room by recording the time. Each candidate is directed to an assigned seat in the examination room following check-in.

During the Examination

There are three pieces of information to record on the answer sheet before starting the examination:

1. Your name (last, first, middle initial)
 2. The test center site code
 3. Your Thomson Prometric authorization number
- No “scratch” paper, notes, or other personal aides are allowed. You may write directly in the examination booklet, which is turned into the proctor.
 - No food, beverages or smoking are permitted while taking the examination. Eating and/or drinking is not permitted during the examination, unless a health condition requires it. CIC permission must be obtained in writing prior to the examination (please refer to “Accommodations for Candidates with Disabilities” section in this *Handbook*). Eating during the examination creates a distraction for other examination candidates. Beverages of any kind are prohibited during the examination because of the risks posed to answer sheets. Any spillage could destroy the answer sheet and prevent it from being scored. To use the restroom, candidates should notify the proctor and he/she will be escorted, if possible.
 - There will be no conversing with the proctors or other candidates regarding examination questions.
 - An examination critique form will be available for candidates to anonymously inform the CMP Board of any questions, comments or concerns regarding examination questions. The critique form is the candidate’s opportunity to express feelings regarding questions he/she felt were flawed.
 - You may also note any concerns about the overall examination or about the examination facility. The psychometrician and the CMP Board use all substantive critiques in scoring the examination. Candidates will be given time following the timed portion of the examination in which to complete any incomplete survey or critique forms.
 - At the time of the examination, a candidate may request that CIC notify his/her supervisor (supervisor will ONLY be notified if CMP Candidate PASSES) of new CMP Status.

Use of Calculators

A non-programmable calculator will be provided to each candidate at check-in on the day of the exam.

Examination Security

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

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

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

Concerns at the Time of Examination

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

Scoring of the Examination

Your score is based only on the total number of correct answers that you select; it is your advantage to answer all questions. However, you should choose only one response per question; if more than one response is recorded for a question, that question will be scored as having an incorrect response.

Candidates do not compete with one another and there is no limit to the number of candidates who can pass a given examination.

Examination Results Notification

The identity and information concerning all CMP applicants and approved candidates is confidential. Information regarding examination results is communicated in writing by MAIL ONLY from Thomson Prometric directly to the individual. Examination results are never provided over the phone.

Thomson Prometric scores the examinations, maintains records and notifies examinees of PASS or FAIL status, numeric scores are not released to passing candidates. Examination results are mailed by Thomson Prometric within eight (8) weeks of the test date. CMP certificates are mailed to successful candidates by CIC approximately six (6) to eight (8) weeks following examination results notifications. Once candidates have been notified of examination results, CIC will release the names of all successful CMP candidates to the trade press.

Score Reporting

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

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

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

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

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

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

CIC's commitment to quality and test security requires that a new examination be developed for each test administration. Each examination is developed from the same set of content and statistical specifications with the levels of difficulty of the examinations to be comparable.

Scoring Methodology

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

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

Failing the Examination

If a candidate fails the CMP examination, he/she may register to take it again within the two (2) year eligibility period. The full examination registration fee is due by the scheduled registration deadline for each subsequent registration for an examination.

Appealing Examination Results

If a candidate believes his/her examination was electronically misscored, he/she may request the examination be rescored by hand. The candidate must submit a written appeal to the CIC office within thirty (30) calendar days of notification of examination results, along with a manual rescoring fee of \$50 USD (check or money order made payable to CIC). Any requests for manual re-scores should be addressed to the CIC Headquarters office address. If manual re-scoring reveals no discrepancy, the electronic score will stand, however if a discrepancy is revealed that changes a candidates status from fail to pass, a certificate shall be issued and the manual re-scoring fee will be refunded to the candidate.

Taking the Examination

These tips will help you during the examination:

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

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

PART V: CMP STUDY OPTIONS

Preparing for the CMP Examination

The CMP Examination evaluates the skills and knowledge of meeting professionals. It is not something for which a candidate can study or prepare for at the last minute. Candidates may prepare for the examination with a careful review of the practice of meeting management, either individually or as part of a study group. The CMP Blueprint should be used as a guide. For convenience, a guide that cross-references recommended study materials to the CMP Blueprint is available on page 21 of this document.

Recommended Study References

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

- *The Convention Industry Council Manual*, 8th Edition, Edited by David McCann, McCann Media Services
- *The Convention Industry Council International Manual*, 1st Edition, Edited by Mary E. Power, CAE, Convention Industry Council (www.conventionindustry.org)
- *Professional Meeting Management*, 5th Edition, Edited by Glen C. Ramsborg, Ph.D., Professional Convention Management Association (www.pcma.org)
- *The APEX (Accepted Practices Exchange) Glossary*, Convention Industry Council, (<http://glossary.conventionindustry.org/>)

About CMP Study Groups

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

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

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

- Meeting Professionals International - +1-972-702-3000 (www.mpiweb.org)
- Professional Convention Management Association - +1-312-423-7262 (www.pcma.org)
- Society of Government Meeting Professionals - +1-703-549-0892 (www.sgmp.org)
- National Coalition of Black Meeting Planners - +1-202-628-3952 (www.ncbmp.com)

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

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

How to Select a CMP Study Group

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

- Whether teaching a study course, facilitating a program, a speaker or a CMP candidate preparing for the exam, it is important to know that only members of the CMP Board see the content of CMP examinations.
- Examination items (questions) have been continually updated to reflect the current practice of meeting management. Many new questions are featured and will continue to appear on the test as the examination item bank is reviewed yearly.
- Any group outside the CMP Board that claims to know what exact information will be on a particular test is simply misrepresenting themselves.
- CIC offers the only practice examination for candidates. The questions contained in the practice exams are actual retired questions from the CMP Item (Question) Bank. Extreme care should be exercised in analyzing any claims or statements not originating with the CIC regarding the application or the examination.

CMP Study Group Leader Code of Ethics

CMP Board and CIC have developed the CMP Study Group Leader Code of Ethics agreement. Effective January 1, 2006, CMP Study Group Leaders will be required to sign the “CMP Study Group Leader Code of Ethics” agreement in order for their contact information to be listed on the CIC website as a CMP Study Group Leader and to receive updates on CMP policies and procedures. The purpose of the agreement is to encourage the growth of quality study programs throughout the world.

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

Online Study Options

For those candidates who prefer an online preparation option, PCMA currently offers a CMP online study program. Contact PCMA for further information.

Studying for the Examination

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

The following steps may help candidates prepare for the examination:

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

Sample CMP Examination Questions

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

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

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

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

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

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

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PART IV: MAINTAINING THE CMP DESIGNATION

CMP Recertification

CMPs are required to renew their certification every five years. To be recertified, CMPs must earn a minimum of 60 points on the recertification application – there is no exam required. All points claimed must be earned within the past five years, since the date of initial CMP certification or last renewal. Therefore it is important that you keep track of all your activities each year even after receiving the CMP.

Points may be earned through:

1. Continued (Job) Experience in Meeting Management (50 points max)
A minimum of 12 points is required in this section.
2. Continuing Education in Meeting/Hospitality Management (60 points max)
A minimum of 5 points (or 5 hours) is required in this section.
3. Professional Memberships (10 points max)
4. Professional Contributions in Meeting Management (40 points max)
May include:
 - CMP support activities
 - Authoring/publishing of articles
 - Teaching at the formal education level
 - Speaking at programs and meetings
 - Awards and professional designations
 - Leadership roles in industry organizations
 - Involvement in the meeting industry initiative APEX

***NOTE:** a minimum of 12 points must be achieved through continuing employment and a minimum of 5 points (or 5 hours) must be achieved through continuing education.

Certifications expire on December 31, five years from the year a person originally certified (e.g. If you certified in 2008, regardless of which month of the year, your certification is due for renewal by December 31, 2013).

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

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

CMP Emeritus Status

CMPs reaching retirement age may now qualify to receive "Emeritus Status" if they meet certain requirements. Requirements for "Emeritus Status" are listed below:

- Fifty-nine and a half (59 ½) years of age or older.
- CMP Status - must have held an active CMP designation in "good-standing" for a period no less than ten (10) years.
- CMPs requesting Emeritus Status must submit a brief essay (300-500 words) responding to the following: "Describe how the CMP Designation has helped you in your professional life and why you believe it is important to retain the CMP Designations."
- Essays should be submitted to the attention of the CMP Recertification Committee at CIC Headquarters along with documentation of the age requirement and payment.
- "Emeritus Status" has no expiration date.
- Upon approval by the Recertification Committee, Emeritus CMPs will be listed on the CIC website along with their essay.

- Emeritus CMPs will receive a new CMP Certificate with no assigned expiration date.

Failure to Recertify

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

Recertification is not permitted after the period of “lapsed status” has expired. Former CMPs interested in re-activating their CMP status must re-qualify through the application process and pass the CMP examination.

Convention Industry Council will take all action necessary to prevent the improper use of the CMP designation by individuals who fail to recertify.

Moving?

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

To make an address update:

- Go to the CIC website, www.conventionindustry.org.
- Place your cursor/mouse over the word “CMP” from the list of links at the left-hand side of the home page. When you do this, a new list will appear, click on “CMP Directories” from that list.
- Select “Login Here”
- You will then be prompted to enter your log-in information to gain access to your record.
- Your successful log-in will allow you to view your certification information (including recertification year) and update your contact information.

CERTIFIED MEETING PROFESSIONAL (CMP) EXAMINATION BLUEPRINT

(Effective January 2007)

The Certified Meeting Professional (CMP) program aims to increase the professionalism of meeting management professionals in all sectors of the industry. To earn the CMP credential an individual must meet specific application requirements and pass a rigorous examination.

The examination is composed of 165 multiple choice questions based on the CMP Blueprint and are selected from the CMP "Item Bank." Each examination offered is made up of a different selection from the bank of questions. All CMP examination questions are written by and reviewed on a regular basis by current CMPs at the annual CMP Conclave.

Periodically, a study is conducted to make sure that the CMP examination is current. Meeting professionals are surveyed to help evaluate the level of knowledge and skills that are expected within the profession. A survey of job tasks was given to meeting professionals as part of the analysis process. The CMP Blueprint was developed from their responses, based on how relevant these job tasks were to the daily practice of meeting management. The CMP examination contains questions covering the variety of functions a meeting planner must perform based on the CMP Blueprint.

The knowledge base is categorized into 5 domain areas, 49 tasks and 230 knowledge topics. The five domains identify major content areas which compose the exam, with an indication (percentage in parenthesis next to each domain) of the amount of the exam that will be devoted to that domain. The new Blueprint will take affect beginning with the January 2007 CMP examination.

I. STRATEGIC EVENT PLANNING PROCESS (24%)

- A. Determining the purpose of the meeting (event) [4-5]**
 - 1 Goals and objectives of the host organization
 - 2 Goals and objectives of the meeting/event
- B. Identifying relationship of meeting (event) to organizational strategy [2-3]**
 - 1 Working with organization staff and/or volunteers (unpaid staff)
 - 2 Whether the event is being produced by the organization itself or by a third party
 - 3 Strategic partnerships and alliances
 - 4 Role of the event in the event host's financial picture (e.g., the budgetary philosophy of the organization)
- C. Identifying stakeholder needs, expectations, and desired outcomes [3-4]**

Characteristics and demographics of meeting participants, including whether they are

 - 1 required to attend or not
 - 2 Market analysis
 - 3 Awareness of diversity issues (e.g., accessibility, holidays, food preferences)
 - 4 Roles and responsibilities of stakeholders
- D. Preparing program outline (e.g., topics, content, potential speakers) [1-2]**
 - 1 Characteristics of types of meetings (events)
 - 2 Program formats (e.g., colloquium, seminar, workshop)
 - 3 Adult learning principles
 - 4 Meeting (event) agenda
- E. Obtaining and analyzing statistics and historical information related to meetings (events) [1-2]**
 - 1 Methodology for data collection
 - 2 Quantitative data
 - 3 Qualitative data
- F. Design program details that meet needs of participants [2-3]**
 - 1 Learning styles
 - 2 Needs assessment
- G. Identify successful criteria for evaluation of meeting (event) [2-3]**

Who defines success (e.g., board of directors, customers, conference coordinator,

 - 1 exhibitors, suppliers, attendees)
 - 2 How to evaluate

- 3 What to evaluate, including goals and objectives of the meeting (event)
- 4 When to evaluate
- 5 Return on investment (ROI)
- H. Preparing comprehensive timeline (project plan) for meeting (event) [1-2]**
 - 1 Steps to consider (planning timeline, event timeline, post-event timeline)
 - 2 Required time for each step (lead time)
- I. Preparing meeting (event) specifications [2-3]**
 - 1 Meeting specifications (e.g., dates, times, number and type of guest rooms, meeting rooms)
 - 2 How to use a specifications guidebook
- J. Developing marketing plan for meeting (event) [2-3]**
 - 1 Integrated marketing plan components (e.g., advertising, direct mail brochures, publicity, sponsorship)
 - 2 Market research questions
- K. Assessing technology requirements [1-2]**
 - 1 Technology resources (e.g., using the Internet for research, communication, e-commerce) Hardware (e.g., PCs, servers, printers, digital cameras) and tools (e.g., cell phones, two-way radios, fax machines, pagers)
 - 2 Software applications (e.g., site selection, rating forms, match-making programs, audience response, database management)
 - 3 Security and safety concerns (e.g., firewalls, password protection, back-up technology)
- L. Creating marketing materials for the meeting (event) [1-2]**
 - 1 Content for marketing materials
 - 2 Production of marketing materials
- M. Creating, leading and managing project team [2-3]**
 - 1 Selection, identification, formulation
 - 2 Delegation
 - 3 Communication skills (written, oral, visual)
 - 4 Interpersonal skills

II. FINANCIAL AND CONTRACT MANAGEMENT

(20%)

- A. Identifying ancillary revenue sources and/or cost savings opportunities [2-3]**
 - 1 Sponsors
 - 2 Advertising
 - 3 Exhibitors
 - 4 In-kind, barter, tradeout
 - 5 Rebate and/or assessment
- B. Developing budget for meeting (event) [5-6]**
 - 1 Currency conversions
 - 2 Budgeting methods (e.g., zero-based budget)
 - 3 Forecasting of revenues and expenses
 - 4 Cost categories (e.g., fixed, variable, direct, indirect)
 - 5 Accounting fundamentals (e.g., balance sheet, income statement)
 - 6 Data that will support the budget (e.g., past event information, number of participants)
- C. Determining fees for participation, if any [2-3]**
 - 1 Break-even analysis
 - 2 Costs per person
 - 3 Fixed and variable costs
 - 4 Perceived value and/or return on investment
- D. Conducting Request for Proposals (RFP) process [3-4]**
 - 1 Components of an RFP (e.g., information to give to a facility) Criteria to determine the individuals within an organization that should review responses received
 - 2 Process for conducting the review
 - 3 Criteria for selection of the supplier
 - 4 Techniques for obtaining bids
- E. Negotiating contracts [4-5]**
 - 1 Components of and terminology of contracts including fine print and references to other

- documents
- 2 Value of program components; opportunities for possible negotiation
- 3 Contract agreements (e.g., terms, conditions)
- 4 Legal implications (e.g., financial, liability, risk, attrition; Sarbanes Oxley equivalents; privacy laws)
- 5 Methods of dispute resolution
- F. Securing appropriate types and amounts of insurance [2-3]**
 - 1 Types of insurance (e.g. liquor liability, event cancellation, general liability, fire/legal liability)
- G. Managing resources within budgeted guidelines [3-4]**
 - 1 Cost containment
 - 2 Room pick-up
 - 3 Modification of the budget plan
 - 4 Expenditure approval process
- H. Ensuring completion of the payment and/or billing processes [2-3]**
 - 1 Billing timetable
 - 2 Gratuities/tips/service charges
 - 3 Reconciliation of master bill
 - 4 Processing of invoices
 - 5 Taxes (e.g., VAT, tax exempt status)

III. FACILITIES AND SERVICES

(18%)

- A. Determining the appropriate geographic location for the meeting (event) [3-4]**
 - 1 Peak and off-seasons for geographic areas, domestic and international
 - 2 Holiday calendars and seasonality considerations
 - 3 Competing events
 - 4 Support services from the Convention and Visitors Bureau/Tourism Board
 - 5 Special planning considerations for international meetings
 - 6 Who attendees are their demographics
 - 7 Impact of transportation costs
 - 8 Accessibility by various types of transportation (e.g., group, air)
 - 9 Infrastructure of location (e.g., public transportation, taxis)
 - 10 Cost factors that influence the decision (e.g., transportation costs)
 - 11 Tying the location to the goals and objectives of the meeting
 - 12 Union considerations – *In North America Only*
 - 13 Internet resources
- B. Determining the appropriate venue for the meeting (event) (e.g., hotel, convention center, conference center) [3-4]**
 - 1 Tying the venue/facility to the goals and objectives of the meeting
 - 2 Differences among types of venues/facilities
 - 3 Venue/facility services
 - 4 Union considerations – *In North America Only*
 - 5 Accessibility issues
 - 6 Internet resources
- C. Identify the types of services required for a successful meeting (event) [3-4]**
 - 1 Registration staff
 - 2 Exhibition services contractor
 - 3 Decorator
 - 4 Audiovisual (A/V)
 - 5 Transportation
 - 6 Security
 - 7 Catering
 - 8 Guest programs
 - 9 Special events
 - 10 Destination management company (DMC)
 - 11 Recreational activities
 - 12 Exclusive vendors/tying
 - 13 Production companies

- 14 Entertainment and/or speakers
- Conducting site inspection to determine viability of location and venue including potential offsite activities [2-3]**
- D. offsite activities [2-3]**
 - 1 Site inspection process
 - 2 Convention and Visitor Bureau/Tourism Board
 - 3 Ethical business practices
- E. Conducting a pre-meeting (event) briefing (pre-con) with suppliers and facility providers [2-3]**
 - 1 Identification of briefing participants
 - 2 Topics to be covered (e.g., expectations, VIPs, Banquet Event Order [BEO] changes, program overview)
 - 3 Review of event specifications guide
- F. Coordinating security procedures with venues [2-3]**
 - 1 Crisis management plan
 - 2 Emergency plan
 - 3 Special needs (e.g., protestors, VIPs)
- G. Planning, ordering, and overseeing technology requirements for the meeting (event) [2-3]**
 - 1 Hardware and software requirements
 - 2 Web-based reservation tools
 - 3 Web-based conferencing tools and techniques
 - 4 Audience response systems
 - 5 Audiovisual (A/V) including Wireless Internet audience response systems
 - 6 Electrical power requirements
- H. Conducting a post-meeting (event) review (post-con) with suppliers and facility providers [2-3]**
 - 1 Identification of review participants
 - 2 Topics to be covered (e.g., final billing, lessons learned, recommendations)

IV. LOGISTICS

(20%)

- A. Establishing invitation and/or registration procedures for the meeting (event) [2-3]**
 - 1 Pre-registration delivery options (e.g., fax, phone, on-line, paper)
 - 2 On-site registration operations
 - 3 Registration software options
 - 4 Special requirements of attendees (e.g., accessibility, allergies, special needs)
 - 5 Pre-selection of specific sessions and functions by attendees
 - 6 Payment procedures and/or options
 - 7 Emergency contact information from attendees
 - 8 Cancellation and no-show penalties (e.g., credit issues)
 - 9 Attendee policy
- B. Assessing risk management issues in order to determine needed insurance and operations [2-3]**
 - 1 Internal communications plan
 - 2 Risk management issues (e.g., fire safety, emergency action plan, serving alcohol)
- C. Determining exhibitor booth assignments and setup process for exhibits [2-3]**
 - 1 Exhibit prospectus
 - 2 Service contractors
 - 3 Union guidelines – *In North America Only*
 - 4 Lead retrieval systems
 - 5 Space usage requirements
 - 6 Booth and/or stand types
 - 7 Exhibit service kit
 - 8 Booth assignment techniques (e.g., first-come-first-serve, priority points)
 - 9 Security
 - 10 Physical setup and dismantle
 - 11 Exhibit rules
- D. Securing transportation arrangements for the meeting (event) [1-2]**
 - 1 Tour and travel agency services
 - 2 Official service providers (e.g., airline, car rental, shuttles, limos)
Destination management company (DMC) and/or professional conference organizer (PCO)
 - 3 (PCO)
- E. Managing the housing reservation process [2-3]**

- 1 Incentives for booking the block
 - 2 Reservation review date
 - 3 Cut-off date
 - 4 Rooming list
 - 5 Third-party housing (e.g., housing bureau, housing services)
 - 6 Housing form
 - 7 Self-made reservations
 - 8 Room guarantees
 - 9 Attrition clause
 - 10 Tracking housing pick-up reports including audit and verification
 - 11 Technology-based tools to manage housing
- F. Identifying security measures required for each facility and/or meeting (event) [2-3]**
Level of security associated with meeting (event), attendees, and/or sponsoring organizations
- 1 organizations
- G. Communicating travel arrangements for participants to get to and from an event site [1-2]**
- 1 Group policies
 - 2 Staff travel
 - 3 Ground transportation options for attendees
 - 4 VIP travel
 - 5 Cut-off dates
 - 6 Discounts
- H. Managing all aspects of food and beverage functions [2-3]**
- 1 Service styles (e.g., American service, English service, butler style)
 - 2 Menu planning
 - 3 Types of functions (e.g., buffet, breaks)
 - 4 Types of beverage service (e.g., cash bar, combination bar)
 - 5 Recycling including for non-human consumption; handling of containers
 - 6 Room setup
 - 7 Special dietary needs (e.g., kosher, vegan)
 - 8 Banquet Event Orders(BEOs)
 - 9 Guarantees
 - 10 Food trends
- I. Preparing and reviewing housing reports in a timely manner [1-2]**
- 1 Components of a housing report (e.g., types of rooms blocked, number of meeting rooms used, overall attendance)
 - 2 Timing of a housing report
 - 3 Housing pickup report
 - 4 Attrition clause
- Determining the setup for function rooms including seating and audiovisual (A/V) [2-3]**
- J. requirements**
- 1 Meeting space assignments
 - 2 Setup configurations (e.g., chairs, tables, audiovisual (A/V), staging)
 - 3 Function room space requirements
 - 4 Food and beverage function seating requirements (e.g., how many chairs)
 - 5 Seating arrangements (e.g., protocol)
 - 6 Types of tables and chairs
 - 7 Accessibility requirements
 - 8 Equipment requirements in relationship to room setup (e.g., audiovisual (A/V), sound)
- K. Coordinating the shipping of materials to and from the meeting (event) site [1-2]**
- 1 Freight carriers/freight forwarders
 - 2 Customs brokers
 - 3 Private couriers
 - 4 Common carriers
 - 5 Truckload or less-than-truckload (LTL) – *refer to APEX Glossary*
 - 6 Packing lists
 - 7 Labeling and packing
 - 8 Tracking and tracing
- L. Tracking and recording continuing education credits earned [1-2]**

- 1 Certificate of attendance
- 2 CEU/CLE/CME policies and procedures
- 3 Attendance tracking software

V. PROGRAM

(18%)

- A. **Reviewing goals of meeting and determine details of program to meet those goals [4-5]**
 - 1 Advisory committees
 - 2 Supplier feedback
 - 3 Client and/or sponsor feedback
 - 4 Attendee feedback
 - 5 History of previous meetings
- B. **Securing speakers [3-4]**
 - 1 Types of speakers
 - 2 Speakers bureaus
 - 3 Knowledge experts
 - 4 Industry trends
- C. **Manage the contractual relationship with speakers [2-3]**
 - 1 Intellectual property rights (e.g., audio tapes, handouts reprinted in proceedings)
 - 2 Marketing speaker products (e.g., books, tapes, recordings)
 - 3 Contractual fulfillment
 - 4 Speaker ready room
- D. **Securing entertainment for the meeting (event) (e.g., music, artists) [2-3]**
 - 1 How to deal with agents and promoters
 - 2 Production companies
 - 3 Music licensing
 - 4 Service providers
 - 5 Contractual fulfillment
 - 6 Rehearsals
 - 7 Green rooms
- E. **Determining food and beverage arrangements that support program objectives [3-4]**
 - 1 What meals and breaks that need to be covered
 - 2 How to determine quantities required
 - 3 Costs associated with food and beverages
 - 4 Food and beverage formulas (e.g., drinks per person)
- Arranging ancillary programs in conjunction with the meeting (event) including pre-and**
- F. **post-meeting activities [2-3]**
 - 1 Sightseeing tour programs
 - 2 Educational seminars
 - 3 Guest programs
 - 4 Children's programs including day care
 - 5 Liability insurance
- G. **Determining audiovisual (A/V) needs [3-4]**
 - 1 Cost of audiovisual (A/V)
 - 2 Audiovisual (A/V) formulas (e.g., where to place a screen)
 - 3 Types of audiovisual (A/V) equipment
 - 4 How to determine size and/or quantities based on room size and setup
 - 5 Audiovisual (A/V) equipment terminology (e.g., brand names used in place of generic terms)
 - 6 Technology capabilities
- H. **Arranging media and public relation activities for the meeting (event) [1-2]**
 - 1 Industry and local media
 - 2 Press releases
 - 3 Press conferences
 - 4 Press room



CMP Blueprint & Study Texts Cross Reference Guide

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I. STRATEGIC EVENT PLANNING PROCESS		(24%)	
	Meeting Management Functions	# Questions	Study Texts and Chapters
A.	Determining the purpose of the meeting (event)	4-5	<i>CIC (8th Ed) Chapter 4; PMM (5th Ed) Chapter 2</i>
B.	Identifying relationship of meeting (event) to organizational strategy	2-3	<i>CIC (8th Ed) Chapters 4 & 5; PMM (5th Ed) Chapter 2</i>
C.	Identifying stakeholder needs, expectations, and desired outcomes	3-4	<i>CIC (8th Ed) Chapter 4; PMM (5th Ed) Chapter 18</i>
D.	Preparing program outline (e.g., topics, content, potential speakers)	1-2	<i>CIC (8th Ed) Chapter 5; CIC Intl (1st Ed) Chapter 6; PMM (5th Ed) Chapter 19</i>
E.	Obtaining and analyzing statistics and historical information related to meetings (events)	1-2	<i>CIC (8th Ed) Chapter 4; PMM (5th Ed) Chapter 38</i>
F.	Design program details that meet needs of participants	2-3	<i>CIC (8th Ed) Chapter 7; CIC Intl (1st Ed) Chapters 4 & 6; PMM (5th Ed) Chapter 18</i>
G.	Identify successful criteria for evaluation of meeting (event)	2-3	<i>CIC (8th Ed) Chapter 6; PMM (5th Ed) Chapters 45 & 46</i>
H.	Preparing comprehensive timeline (project plan) for meeting (event)	1-2	<i>CIC (8th Ed) Chapter 17; PMM (5th Ed) Chapter 19</i>
I.	Preparing meeting (event) specifications	2-3	<i>CIC (8th Ed) Chapter 27; CIC Intl (1st Ed) Chapter 18; PMM (5th Ed) Chapter 34</i>
J.	Developing marketing plan for meeting (event)	2-3	<i>CIC (8th Ed) Chapter 26; CIC Intl (1st Ed) Chapter 17; PMM (5th Ed) Chapter 5</i>
K.	Assessing technology requirements	1-2	<i>CIC (8th Ed) Chapters 21, 22 & 23; PMM (5th Ed) Chapter 10</i>
L.	Creating marketing materials for the meeting (event)	1-2	<i>CIC (8th Ed) Chapters 22 & 26; PMM (5th Ed) Chapter 5</i>
M.	Creating, leading and managing project team	2-3	<i>CIC (8th Ed) Chapter 4, 19 & 35; PMM (5th Ed) Chapter 9</i>
II. FINANCIAL AND CONTRACT MANAGEMENT		(20%)	
A.	Identifying ancillary revenue sources and/or cost savings opportunities	2-3	<i>CIC (8th Ed) Chapters 8, 11 & 12; PMM (5th Ed) Chapter 3</i>
B.	Developing budget for meeting (event)	5-6	<i>CIC (8th Ed) Chapters 8 & 9; CIC Intl (1st Ed) Chapter 7; PMM (5th Ed) Chapter 3</i>
C.	Determining fees for participation, if any	2-3	<i>CIC (8th Ed) Chapter 6 & 8; PMM (5th Ed) Chapter 3</i>
D.	Conducting Request for Proposals (RFP) process	3-4	<i>CIC (8th Ed) Chapters 11 & 12; PMM (5th Ed) Chapters 11 & 12</i>
E.	Negotiating contracts	4-5	<i>CIC (8th Ed) Chapters 10, 12 & 35; CIC Intl (1st Ed) Chapter 8; PMM (5th Ed) Chapters 40, 41 & 42</i>
F.	Securing appropriate types and amounts of insurance	2-3	<i>CIC (8th Ed) Chapter 10; CIC Intl (1st Ed) Chapters 8 & 9; PMM (5th Ed) Chapter 44</i>
G.	Managing resources within budgeted guidelines	3-4	<i>CIC (8th Ed) Chapter 8 & 9; CIC Intl (1st Ed) Chapter 7; PMM (5th Ed) Chapter 3</i>
H.	Ensuring completion of the payment and/or billing processes	2-3	<i>CIC (8th Ed) Chapter 6 & 9; PMM (5th Ed) Chapters 3 & 38</i>
III. FACILITIES AND SERVICES		(18%)	
A.	Determining the appropriate geographic location for the meeting (event)	3-4	<i>CIC (8th Ed) Chapters 11, 12 & 18; CIC Intl (1st Ed) Chapters 3 & 4; PMM (5th Ed) Chapters 11, 12 & 16</i>
B.	Determining the appropriate venue for the meeting (event) (e.g., hotel, convention center, conference center)	3-4	<i>CIC (8th Ed) Chapters 11 & 12; CIC Intl (1st Ed) Chapters 4 & 15; PMM (5th Ed) Chapters 11, 14 & 15</i>
C.	Identify the types of services required for a successful meeting (event)	3-4	<i>CIC (8th Ed) Chapters 17, 18 & 19; CIC Intl (1st Ed) Chapter 11; PMM (5th Ed) Chapter 37</i>
D.	Conducting site inspection to determine viability of location and venue including potential offsite activities	2-3	<i>CIC (8th Ed) Chapters 11, 18 & 35; CIC Intl (1st Ed) Chapter 4; PMM (5th Ed) Chapter 11 & 12</i>
E.	Conducting a pre-meeting (event) briefing (pre-con) with suppliers and facility providers	2-3	<i>CIC (8th Ed) Chapter 17; CIC Intl (1st Ed) Chapter 11; PMM (5th Ed) Chapter 36</i>

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F.	Coordinating security procedures with venues	2-3	<i>CIC (8th Ed) Chapter 15; CIC Intl (1st Ed) Chapter 16; PMM (5th Ed) Chapters 36 & 44</i>
G.	Planning, ordering, and overseeing technology requirements for the meeting (event)	2-3	<i>CIC (8th Ed) Chapters 21 & 22; PMM (5th Ed) Chapters 29 & 13</i>
H.	Conducting a post-meeting (event) review (post-con) with suppliers and facility providers	2-3	<i>CIC (8th Ed) Chapter 6; PMM (5th Ed) Chapter 36</i>
IV. LOGISTICS			(20%)
A.	Establishing invitation and/or registration procedures for the meeting (event)	2-3	<i>CIC (8th Ed) Chapter 24 & 27; CIC Intl (1st Ed) Chapter 17; PMM (5th Ed) Chapter 24</i>
B.	Assessing risk management issues in order to determine needed insurance and operations	2-3	<i>CIC (8th Ed) Chapter 15; CIC Intl (1st Ed) Chapter 16; PMM (5th Ed) Chapter 44</i>
C.	Determining exhibitor booth assignments and setup process for exhibits	2-3	<i>CIC (8th Ed) Chapter 33; CIC Intl (1st Ed) Chapter 14; PMM (5th Ed) Chapter 27</i>
D.	Securing transportation arrangements for the meeting (event)	1-2	<i>CIC (8th Ed) Chapter 31; PMM (5th Ed) Chapter 33</i>
E.	Managing the housing reservation process	2-3	<i>CIC (8th Ed) Chapters 25 & 27; PMM (5th Ed) Chapter 25</i>
F.	Identifying security measures required for each facility and/or meeting (event)	2-3	<i>CIC (8th Ed) Chapter 15; CIC Intl (1st Ed) Chapter 16; PMM (5th Ed) Chapters 44 & 36</i>
G.	Communicating travel arrangements for participants to get to and from an event site	1-2	<i>CIC (8th Ed) Chapter 31; PMM (5th Ed) Chapter 33</i>
H.	Managing all aspects of food and beverage functions	2-3	<i>CIC (8th Ed) Chapters 27 & 30; CIC Intl (1st Ed) Chapter 10; PMM (5th Ed) Chapter 26</i>
I.	Preparing and reviewing housing reports in a timely manner	1-2	<i>CIC (8th Ed) Chapters 27 & 28; PMM (5th Ed) Chapter 25</i>
J.	Determining the setup for function rooms including seating and audiovisual (A/V) requirements	2-3	<i>CIC (8th Ed) Chapters 16 & 29; PMM (5th Ed) Chapter 23</i>
K.	Coordinating the shipping of materials to and from the meeting (event) site	1-2	<i>CIC (8th Ed) Chapter 32; CIC Intl (1st Ed) Chapter 13; PMM (5th Ed) Chapters 34 & 38</i>
L.	Tracking and recording continuing education credits earned	1-2	<i>CIC (8th Ed) Chapter 7</i>
V. PROGRAM			(18%)
A.	Reviewing meeting goals & determine details of program to meet goals	4-5	<i>CIC (8th Ed) Chapter 4, 5 & 6; PMM (5th Ed) Chapters 2 & 20</i>
B.	Securing speakers	3-4	<i>CIC (8th Ed) Chapter 5; PMM (5th Ed) Chapter 21</i>
C.	Manage the contractual relationship with speakers	2-3	<i>CIC (8th Ed) Chapter 5, 16 & 26; PMM (5th Ed) Chapter 21</i>
D.	Securing entertainment for the meeting (event) (e.g., music, artists)	2-3	<i>CIC (8th Ed) Chapters 19 & 20; CIC Intl (1st Ed) Chapter 12; PMM (5th Ed) Chapter 32</i>
E.	Determining F&B arrangements that support program objectives	3-4	<i>CIC (8th Ed) Chapters 30; PMM (5th Ed) Chapters 26</i>
F.	Arranging ancillary programs in conjunction with the meeting (event) including pre-and post-meeting activities	2-3	<i>CIC (8th Ed) Chapter 15 & 20; PMM (5th Ed) Chapters 31 & 32</i>
G.	Determining audiovisual (A/V) needs	3-4	<i>CIC (8th Ed) Chapter 16; PMM (5th Ed) Chapter 29</i>
H.	Arranging media and public relation activities for the meeting (event)	1-2	<i>CIC (8th Ed) Chapter 26; CIC Intl (1st Ed) Chapter 17; PMM (5th Ed) Chapter 5</i>

About the Convention Industry Council

The Convention Industry Council's 32 member organizations represent more than 100,000 individuals, as well as, 15,000 firms and properties involved in the meetings, conventions and exhibitions industries. Formed in 1949 to provide a forum for member organizations seeking to enhance the industry, the CIC facilitates the exchange of information and develops programs to promote professionalism within the industry and educates the public on its profound economic impact. In addition to the CMP Program, CIC is also responsible for the Hall of Leaders Program as well as the Accepted Practices Exchange (APEX.) APEX is working to unite the entire meeting, convention and exhibition industry in the development and eventual implementation of voluntary standards, which will be called accepted practices.

CIC Member Organizations

Association of Collegiate Conference and Events Directors-International (ACCED-I) www.acced-i.org
AMC Institute *Formerly IAAMC* www.amcinstitute.org
Alliance of Meeting Management Companies (AMMC) www.ammc.org
American Hotel & Lodging Association (AH&LA) www.ahla.com
American Society of Association Executives and the Center (ASAE) www.asaenet.org
Association for Convention Operations Management (ACOM) www.acomonline.org
Association of Destination Management Executives (ADME) www.adme.org
Council of Engineering and Scientific Society Executives (CESSE) www.cesse.org
Center for Exhibition Industry Research (CEIR) www.ceir.org
Destination Marketing Association International (DMAI) *Formerly IACVB* www.destinationmarketing.org
Exhibit Designers and Producers Association (EDPA) www.edpa.com
Exhibition Services & Contractors Association (ESCA) www.esca.org
Financial and Insurance Conference Planners (FICP) *Formerly ICPA* www.ficpnet.com
Green Meetings Industry Council (GMIC) www.greenmeetings.info
Healthcare Convention and Exhibitors Association (HCEA) www.hcea.org
Hospitality Sales and Marketing Association International (HSMAI) www.hsmail.org
International Association of Assembly Managers (IAAM) www.iaam.org
International Association of Conference Centers (IACC) www.iacconline.com
International Association of Exhibition and Events (IAEE) www.iaee.com
International Association of Professional Congress Organizers (IAPCO) www.iapco.org
International Association of Speakers Bureaus (IASB) www.iasbweb.org
International Congress and Convention Association (ICCA) www.iccaworld.com
International Special Events Society (ISES) www.ises.com
Meeting Professionals International (MPI) www.mpiweb.org
National Association of Catering Executives (NACE) www.nace.net
National Business Travel Association (NBTA) www.nbta.org
National Coalition of Black Meeting Planners (NCBMP) www.ncbmp.com
National Speakers Association (NSA) www.nsaspeaker.org
Professional Convention Management Association (PCMA) www.pcma.org
Religious Conference Management Association (RCMA) www.rcmaweb.org
Society of Government Meeting Professionals (SGMP) www.sgmp.org
Society of Incentive & Travel Executives (SITE) www.site-intl.org
Trade Show Exhibitors Association (TSEA) www.tsea.org
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