



# Application: Certified Club Manager (CCM) Award

## The Certified Club Manager Award (CCM)

The letters CCM signifies this prestigious industry award. To initially achieve the CCM award, applicants must meet the points and the criteria for each of the sections that make up the award i.e. Industry Experience, Industry Activity and Education. The recipient of the award will be entitled to retain this CCM status for perpetuity. Recipients will be initially granted active status of the award for a period of two years.

Your name \_\_\_\_\_

CMAA Member number \_\_\_\_\_

Date joined CMAA \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

## Criteria for attaining the Award initially (all 4 must be satisfied)

1. Applicants must be financial members of the CMA for a minimum of 12 months prior to application.
2. Club Industry experience: 100 points (details below)
3. Club Industry Activity: 100 points (details below)
4. Education: 15 specified Subjects (listed below)

### Club Industry Experience

**100 points minimum** required to satisfy the criteria

- 35 points per year for a Manager at Level E, F or G.
- 20 points per year for a Manager at Level C or D.
- 15 points per year for a Manager at Level A or B.
- 10 points per year for experience at LTU Supervisory level with a maximum credit of 20 points.
- 15 points per year for Trainee Managers and in the first professional year 40 points.
- 10 points per year for managerial experience gained in an aligned hospitality sector with a maximum credit of 40 points.

Your details				
Club (last to first)	Position	Start & Finish dates	Manager level	Points
			<b>Total pts</b>	

## Club Industry Experience Continued

Documents required	Tick that you have included docs.
<b>A letter of Testimony:-</b> If you are a Secretary Manager or similar, a letter from your president If you hold any other position, a letter from your Secretary Manager or similar Detailing the following: <ol style="list-style-type: none"> <li>1. The Club</li> <li>2. Your position</li> <li>3. Years of employment</li> <li>4. Management award level</li> <li>5. A Referee (employment based)</li> </ol>	
<b>Resume</b> detailing current job description and relevant previous experience.	

### Club Industry Activity in the last TWO (2) years (100 points minimum)

At least 80 points from CMAA Activities		Other CMAA APPROVED industry activities (20 points MAXIMUM over the two years)	
CMAA Activity type	Points	Activity Type	Points
Mandatory attendance at least one CMAA Annual Conference OR CMDA training course or seminar AND, attendance at least two CMAA zone meetings	See points allocations below	Attendance on Non Club Managers' Association Training Courses/Seminars/Conferences endorsed and approved by the CMDA Board of Management Studies. These include club industry associations' conferences.	
		Attach details of all industry activity including the following information: <ul style="list-style-type: none"> <li>• Meeting organiser, Title</li> <li>• Meeting date, Duration (In hours)</li> <li>• Meeting venue.</li> </ul>	5 per Event
Attending a CMAA Annual Conference	30 per conference*	Notes for ACCM Activity points	
CMAA Zone meeting attendance	10 per meeting	<b>Distance</b>	
Attending an approved CMAA Zone Meeting Education Workshop	2 per workshop	1. *For members who attend a CMAA Annual Conference delivered more than 100km radius from their club's premises, an additional 10 points will be allocated.	
CMAA/CMDA Training Course/Seminar/Conference Workshop	2 per hour (maximum of 25 allocated per event)**	2. **For members who attend a CMAA Training Course or seminar delivered more than 100km radius from their club's premises, an additional 5 points will be allocated.	
CMAA Office Bearers eg: Executive Boards and Zone Committee members	15 per year***	<b>***Office Bearers</b>	
Attendance at a CMAA/CMDA Partner Training Course/Seminar/Conference Workshop (maximum of 25 points allocated per event). This includes Southern Cross University & approved partner	2 per hour (maximum of 25 points allocated per event)**	Attach details of CMAA and/or CMDA office(s) held including the following information: <ul style="list-style-type: none"> <li>• Zone,</li> <li>• Office title,</li> <li>• Duration of office.</li> </ul>	
Please use the worksheet at the end of this application to record your activity point history			

## Education Requirements

### Pathways to the ACCM from 2017

(This is for the education component of the ACCM application only, applicants must still address the Experience and Activities components as stipulated in the application)

#### Incorporating:

1. Mandatory Component of accredited formal education, PLUS
2. Choice of (3) Optional Elective pathways requiring accrual of 200 CPD points applied to accredited formal education and/ or non-accredited professional development activities.

### MANDATORY Component

1) Complete Eight (8) Nationally Accredited core Club Manager units below:

1) BSBMGT605 - Provide Leadership across the Organisation	7) BSBHRM602 - Manage Human Resources Strategic Planning
2) BSBMKG609 - Develop a Marketing Plan	8) Board Governance & the Secretary Managers Course. (Mandatory for NSW Managers Only)
3) BSBCOM603 - Plan & Establish Compliance Management Systems	CMDA Does NOT issue Nationally Recognised Certification, and your ACCM will reflect this. All Mandatory units can be completed through AIM Business School via Online, face to face or in house training.
4) BSBFIM601 - Manage Finances	
5) BSBMGT616 - Develop & Implement Strategic Plans	
6) BSBWHS605 - Develop, Implement & Maintain WHS Management Systems	

### ELECTIVE Components

Mandatory component of accredited formal education, plus ELECTIVE Option (1)

You want your ACCM units to be nationally & formally recognised hospitality industry units of study.

The completion of 7 of the following 8 units: (30 points per unit = 210 CPD points required)	Tick
• HLTF301B Apply First Aid	1
• BSBWHS401 Implement & Monitor WHS Policies, Procedures & Programs to meet Legislative Requirements	2
• SITXCOM401 Manage Conflict	3
• SITXHRM401 Roster staff	4
• BSBINN601B Manage Organisational Change	5
• SITXHRM503 Monitor Staff Performance	6
• SITXFIN601 Manage Physical Assets	7
• SITXFIN402 Manage Finances within a Budget	8

Special Educational Requirement Conditions (Option A cont)

Complete these units by course work or formal RPL (Recognition of Prior Learning) for a Statement of Attainment with a Registered Training Organisation (RTO)

Mandatory component of accredited formal education, plus ELECTIVE Option (2)

Summits / Conferences/ Non Accredited CMAA & Other Courses

The completion of 7 of the following 13 Options: (30 points per event = 210 CPD points required)	Tick (Admin)
• Board Governance & The Secretary Managers course	
• CMDA Effective Operations Manager course	

• CSA Governance course (max 1)	
• GMDC course	
• Mandatory Managers or Directors course (OLGR NSW)	
• Duty Manager Program	
• Affiliate Program	
• Any Cert IV or higher nationally accredited WHS course from an RTO (max 1)	
• RMLV course (QLD only)	
• Any CMDA delivered Summit	
• CMAA Conferences	
• Westpac Davidson Institute short course (non-accredited)	
• Australian Institute of Management (AIM) short course (non-accredited)	

<b>Mandatory component of accredited formal education, plus ELECTIVE Option (3)</b>	
CMAA Certificate in Gaming Service Management Excellence	
The completion of the following units: (20 points per unit or 140 points for full certificate)	Tick
Build a Service Blueprint for Exceptional Customer Service	
Delivering Front Line Service Quality	
Find & Fix Service Quality Gaps	
How to Innovate Using the Voice of Customer	
Profiting from Service Recovery	
Understand and Apply Data for Customer Retention	

<b>Summarising your application</b>	
Criteria	Tick
I have been a full financial Member of CMAA for the last 12 months	
I have 100 points worth of industry experience	
I have included a Letter of Testimony from the appropriate person as detailed in the application instructions	
I have included a resume as detailed in the instructions	
In the last 2 years I have accumulated 100 Industry Activity points of which a minimum 80 are CMAA activities and there are no more than 20 CMAA approved points from other industry activities	
I have completed and provided documentation for the 15 education subjects as detailed above.	

### **Maintaining an active status: The Active Certified Club Manager Award (ACCM)**

To either attain and/or maintain the active status of the CCM award, ACCM, Managers must be employed within the club industry, be current members of the CMAA, and provide evidence of continued Education and/or Industry Activity. This is done by collecting a minimum of 50 points over a two-year period.

Please print this form, provide all required information and evidence (where stated) and fax or post back to CMAA at:

**CMAA Registered Office**

Fax: (02) 9746 5199

Mailing Address:

Locked Bag 4317

Sydney Olympic Park NSW 2127

For further information or assistance with lodging an application please contact Brad Jones on 02 9746 4199 or email - [brad@cmaa.asn.au](mailto:brad@cmaa.asn.au).

