



CERTIFIED PROFESSIONAL MANAGER™ (CPM)

STANDARDS MANUAL

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STANDARDS MANUAL FOR THE CERTIFIED PROFESSIONAL MANAGER (CPM)

Canadian Council of Professional Certification Statement of Purpose

The Canadian Council of Professional Certification (CCPC) provides recognition to those professionals whose occupational activities meet its relevant criteria. In this manner, we endeavour to help and encourage the upgrading of standards within Canada and International professional communities.

Introduction

The Canadian Council of Professional Certification provides the opportunity for all competent workers in the field of business management and related fields, to be certified and recognized as Professional Managers.

Purpose of Certification

The purpose of certification for the Professional Manager is to recognize those who have acquired an acceptable level of training, skills, work experience, and effectiveness as a Professional Manager. The CCPC has a Federal Charter to issue professional credentials to those who qualify in their respective field.

The Certified Professional (CPM) certificate will be issued to those who apply and are approved by the CCPC Examining Board.

The focus is

- 1) To provide the avenue for qualified persons who have studied, worked, and developed skills in the professional management field to receive professional recognition.
- 2) To provide the public and their employers with confidence that professional managers have attained an acceptable level of competency.
- 3) To provide Certified Managers with encouragement and opportunity for continual education and professional development.



CERTIFICATION AS A CERTIFIED PROFESSIONAL MANAGER (CPM)

Who may be certified?

Any person may apply for credentials as a **Certified Professional Manager™ (CPM)**. However, he or she must be able to meet the Standard Criteria for education and experience set by the Examining Board of the Canadian Council of Professional Certification.

Experience Required

The Canadian Council of Professional Certification has set the following standards for the Experience part of the certification process:

Experience is defined as supervised managerial work working directly with staff. Formal education or unsupervised work experience may NOT be substituted for the experience requirement. All experience must be documented.

The applicant must have the equivalent of one year (2000 hours) full time work experience in addition to course work placement. Full time University or Community College students in Management Studies would be eligible with 1500 hours of experience.

Education Required

The Canadian Council of Professional Certification has set the following standards for the Education part of the certification process:

Education is defined as formal classroom education (workshops, seminars, institutes, in-services, and college or university work) in the Management field. Education must be related to the base of knowledge and skills associated with the Core Competencies listed below.

No Business Administration degree is required but such a degree would cover all of the required Core Competencies. Education must be related to the base of knowledge and skills associated with the Professional Manager Core Competencies. All education must be documented with transcripts included. An applicant applying for certification must have a **minimum of 800 documented hours of education**. A Project will be required in one of the study areas or on another related topic.

After a person has been certified, it is expected that they will continue to attend workshops, seminars, and courses to keep abreast with new developments and maintain a high standard of professional competence in the management field.



Core Competencies

There are a number of basic Core Competencies which are required. The CCPC expects that these Core Competencies will be the minimum requirements for certification.

- Economics
- Information, Communication & Technology
- Business Management
- Statistical Methods for Business
- Principles of Finance
- Business Marketing
- Entrepreneurship
- Advanced Management Practice
- Managing People / Staff Development
- Human Resource Management
- Management Decision Making
- Organizational Behaviour
- Operations Management
- Business Policy and Strategic Management
- Organizational Development & Change
- Leadership Skills



Professional Responsibilities

The applicant must:

- Adhere to the established code of ethics and professionalism which holds them accountable for ethical behaviour and professionalism in their relationships with clients, colleagues and external partners;
- Maintain federal, provincial and agency regulations concerning business management by following proper procedures to preserve the client's rights;
- Set up and maintain a program of self-assessment of professional conduct (strength and weakness) using ethical and legal standards; and
- Continue the process of professional growth and development by assessing one's training needs and attaining the necessary education.

CODE OF ETHICS

The Certified Manager will adhere to the following Code of Ethics:

- 1) Believe in the dignity and worth of all human beings, and pledge my service to the well-being and betterment of all members of society.
- 2) Avoid claiming or implying any personal capabilities or professional qualifications beyond those I have actually attained — recognizing that competence gained in one field of activity must not be used improperly to imply competency in another.
- 3) Regularly evaluate my own strengths, limitations, biases, or levels of effectiveness always striving for self-improvement and seeking professional development by means of further education and training.



Professional References

All applications must be accompanied by two professional references. All references are for the purpose of assisting the Examining Board of the Canadian Council of Professional Certification (CCPC) to make a fair and complete evaluation of the competency of the applicant.

All references are treated with **strict professional confidentiality**.

They should be addressed to the Canadian Council of Professional Certification and included with the application under confidential cover.

Two current written references should include the following information concerning the applicant:

- 1) How has the applicant demonstrated reliability?
- 2) Give examples of the applicant's ability to work with others.
- 3) How informed is the applicant about the Business Management field?
- 4) Comment on the communication skills of the applicant.
- 5) Comment on the applicant's ethical (professional) conduct.

The CCPC reserves the right to request additional information if required.

Supervisor Letter and Evaluation

All applications must be accompanied by a completed Supervisor Evaluation (See page 13) and a letter from your current supervisor on employer letterhead. The letter should confirm your position title, length of time in position, and number of hours of work experience as outlined in the Experience section of the Manual.

Keep a Record of your Application

It is recommended that you start a personal file for your records including: a copy of your complete application, copies of all past, current and future training undertaken including transcripts, diplomas, certificates; keep track of your hours associated with your education and work experience in relation to your certification. The CCPC does periodic checks in those certifications requiring annual education or work.



APPLICATION PROCESS

It is important that you follow the instructions carefully and read the complete manual and application form first.

Certification for **CPM** is authorized by the Canadian Council of Professional Certification. Following approval of the professional designation **CPM** can be affixed after your name and you may use the professional "CCPC Certified" stamp on your resume or business cards.

Instructions for Certification (All forms are available via the web site)

1. Please complete the application form including sections showing how you have achieved the total number of required work hours in management and required education hours.
2. Please sign application.
3. Attach the following to your **completed** application:
 - ___ Your current resume
 - ___ Signed "Consent to Release Information" form
 - ___ Supervisor's Evaluation form in separate envelope
 - ___ Photocopies of your professional diploma or designation e.g. Diploma - Bus Adm, and/or other professional management certificates
 - ___ A letter from your supervisor, on employer letterhead, indicating length of time in current position and number of hours of work experience as outlined in the Experience section of the Manual
 - ___ Two current professional letters of reference in separate envelopes
(*Ensure they follow the format outlined on Professional Reference page*)
4. ___ Keep a personal file including: a copy of your complete application, copies of all past, current and future training undertaken including transcripts, diplomas, certificates; track hours associated with your education and work experience in relation to your certification.

5. Application Fees / Keeping Your Certification In Good Standing

The fee for certification must accompany your application. All fees are listed on the Certification page on the www.ccpcglobal.com website. To keep your certification in good standing you must renew annually at your anniversary date. You will receive notification 30 days prior to this date from the CCPC Head Office in Toronto.

Payment is made directly to:

CCPC, 1 Edenmills Dr., Toronto, Ontario M1E 4L1 Canada



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APPLICATION FORM

APPLYING FOR:	___ CPM	
NAME	Surname	First Name
TELEPHONE	Home	Business
E-MAIL	Home	Business
HOME ADDRESS	Street	City
	Province	Postal Code
BUSINESS	Name	
ADDRESS	Street	City
	Province	Postal Code

FORMAL EDUCATION

State highest level obtained and year of graduation and any degrees/diplomas obtained.

Year	Level	Institution

SPECIFIC EDUCATION

List all professional degrees or education as required for certification:

CPM – requires 800 hours of education

Degree/Credential	Institution	Number of Hours



Please initial:

_____ Yes. I have read and will adhere to the Professional Responsibilities as outlined and to the Code of Ethics.

Please indicate where you received training/education related to the following core competency areas:

Economics _____

Information, Communication & Technology _____

Business Management _____

Statistical Methods for Business _____

Principles of Finance _____

Business Marketing _____

Entrepreneurship _____

Advanced Management Practice _____

Managing People/Staff Development) _____

Human Resource Management _____

Management Decision Making _____

Organizational Behaviour _____

Operations Management _____

Business Policy & Strategic Management _____

Organizational Development & Change _____

Leadership Skills _____

Comments:

Signature

Date

Any information provided on this application is for use of the CCPC for certification purposes only. This application must be accompanied by the appropriate forms and registration fee. Please make cheque or money order payable to the CCPC. Do not send cash. A receipt will be issued upon receipt of payment. Please advise us of a change of address.

To pay by Credit Card, complete the following:

Credit Card Type: _____ Visa _____ Master Card _____ American Express

Card #: _____ **Expiry:** _____

Name on Card: _____ **(Pls print)**

Authorizing Signature: _____

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Consent to Release Information

I give permission to Canadian Council of Professional Certification (CCPC) to request information from my present and past employers and any institution or agency with which I am, or have been, associated in a professional capacity.

I consent to the CCPC consulting with any person who may have information on my competence and ethical standards of behaviour.

I consent to CCPC inspecting any documents or records necessary, to determine my "acceptable standard" for certification.

I hereby release from any liability, all representatives of CCPC and all individuals and organizations who provide information to the CCPC, while acting in good faith, to determine my credentials and character.

I am aware that any false or misleading information deliberately given, will be considered a serious matter, and will be dealt with accordingly.

I understand that none of the information referred to herein constitutes "personal information" as defined under the *Personal Information Protection and Electronic Documents Act*.

Applicant's Name (please print)

Applicant's Signature

Date



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CPM Supervisor's Evaluation Report

Applicant Name: _____

When a person applies for credentials as a Certified Professional Manager, we, the Examining Board of the CCPC, seek to determine their competence/character and knowledge, by authentication from various sources.

As their Supervisor, we consider your comments very important, because of your first hand observation of the applicant's skills, knowledge and ethical standard. Please provide us with the following information on the basis of your knowledge through supervised work:

ECONOMICS Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate is familiar with analytical tools which are useful to managers seeking to improve firm performance. _____ _____ _____ _____			
2)	The candidate understands key concepts such as determinants of supply demand and market efficiency, industry analysis, corporate diversification and vertical integration. _____ _____ _____ _____			
3)	The candidate understands that there is an over lap between economic and organizational strategy, which take into consideration opportunity costs, marginal and incremental analysis, and transaction costs analysis etc.. _____ _____ _____ _____			



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INFORMATION & COMMUNICATION		POOR	ACCEPT- ABLE	OUT- STANDING
Provide written comments where possible				
1)	The candidate is able to frame and communicate their idea(s) in such a way that he/she is viewed as credible, viable, appropriate and convincing. The candidate demonstrates effective listening and feedback skills _____ _____ _____ _____			
2)	The candidate is able to write and present convincing business cases, with work plans. _____ _____ _____ _____			

BUSINESS MANAGEMENT		POOR	ACCEPT- ABLE	OUT- STANDING
Provide written comments where possible				
1)	The candidate has been able to demonstrate basic management accounting techniques required to make better management decisions. _____ _____ _____ _____			
2)	The candidate demonstrates the ability to assist in the transformation of organization culture leading to greater solution focused work. _____ _____ _____ _____			

STATISTICAL METHODS FOR BUSINESS		POOR	ACCEPT- ABLE	OUT- STANDING
Provide written comments where possible				
1)	The candidate is able to demonstrate an understanding of quantitative decision modelling analysis, based on any one of the following models; forecasting, decision theory or optimization. _____ _____ _____ _____			



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2)	<p>The candidate demonstrates understanding for the importance of using organizational process to enable greater solution centrality.</p> <hr/> <hr/> <hr/> <hr/>			
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PRINCIPLES OF FINANCE		POOR	ACCEPT-ABLE	OUT-STANDING
Provide written comments where possible				
1)	<p>The candidate understands basic financial concepts, terminology and theories, which enable them to develop solutions for financial problems faced in practice.</p> <hr/> <hr/> <hr/> <hr/>			

BUSINESS MARKETING		POOR	ACCEPT-ABLE	OUT-STANDING
Provide written comments where possible				
1)	<p>The candidate is familiar with marketing startagies, which establish a dynamic view of product life cycle.</p> <hr/> <hr/> <hr/> <hr/>			
2)	<p>The candidate is familiar with establishing the customer advantage including, segmentation, and targeting, positioning, and new product strategy.</p> <hr/> <hr/> <hr/> <hr/>			

ENTREPRENEURSHIP		POOR	ACCEPT-ABLE	OUT-STANDING
Provide written comments where possible				
1)	<p>The candidate is able to develop realistic goals while demonstrating creative solutions to new challenges.</p> <hr/> <hr/> <hr/> <hr/>			



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ADVANCED MANAGEMENT PRACTICE Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	Is the candidate a reflective practioner, whom thinks critically through the art of framing and reframing? _____ _____ _____			
2)	Does the candidate demonstrate a willingness to be adaptable, embrace chaos, see patterns, and have the ability to ask the right questions? _____ _____ _____			

MANAGING PEOPLE/STAFF DEVELOPMENT) Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate demonstrates cooperativeness and enhance communication skills which helps others to Improve the quality of their work through a new interpersonal approach _____ _____ _____			
2)	The candidate helps staff recognize their own strengths and areas for development _____ _____ _____			

HUMAN RESOURCE MANAGEMENT Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate understands the difference between the manager, leader and facilitator roles. _____ _____ _____			
2)	The candidate knows how to build a team, identify different group dynamics while being able to deal with team behaviour. _____ _____ _____			

MANAGEMENT DECISION MAKING Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate demonstrates the tools necessary to integrate theory and insights from strategy, technology, organization, marketing and entrepreneurship. <hr/> <hr/> <hr/> <hr/>			

ORGANIZATIONAL BEHAVIOUR Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate demonstrates well-developed negotiation, decision making and team building skills. <hr/> <hr/> <hr/> <hr/>			

OPERATIONS MANAGEMENT Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate understands how operations fit into the purpose of the organization. Does the candidate understand how the process view of operations indicates key levers for managing organizations better? <hr/> <hr/> <hr/> <hr/>			

BUSINESS POLICY & STRATEGIC MANAGEMENT Provide written comments where possible		POOR	ACCEPT- ABLE	OUT- STANDING
1)	The candidate has demonstrated practical analytical techniques for evaluating alternate strategic plans and anticipating the consequences of specific decisions. <hr/> <hr/> <hr/> <hr/>			
2)	The candidate is engaged in determining what activities the firm is involved in and on what scale. How these activities can be organized to optimize the firms performance. <hr/> <hr/> <hr/> <hr/>			



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3)	The candidate understands how the firm weigh the risks and benefits from growth and investment opportunities particularly when market conditions are highly uncertain. _____ _____ _____ _____			
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LEADERSHIP SKILLS		POOR	ACCEPT- ABLE	OUT- STANDING
Provide written comments where possible				
1)	The candidate understands the socially constructed nature of reality and the responsibility they have in the management and meaning and creation of corporate memory. _____ _____ _____ _____			
2)	The candidate understands the underlying causes of conflict and demonstrates personal strategies for dealing with difficult situations before they occur. _____ _____ _____ _____			
3)	The candidate understands the difference between change and transition and has demonstrated strategies for managing change and transition successfully _____ _____ _____ _____			

Supervisor's Name

Applicant's Name

Supervisor's Professional Qualifications

Supervisor's Address, Phone Number, Email

Please place your report in a separate envelope to be returned with the application.