

S-CHP CERTIFICATION STANDARDS

SkillGP Certified HOA Professional™ (S-CHP) HOA-NOW Professional | Powered by SkillGP

Version 1.0 | August 2026 | Certification Scheme Draft for Pilot Implementation

1. Purpose and Scope

The S-CHP certification is a competency-based professional credential designed to recognize HOA/community association managers who demonstrate defined capabilities in communication, judgment, interpersonal effectiveness, problem-solving, and leadership. The credential is intended to support professional development and industry confidence; it does not replace any license or credential required by law or another organization.

These standards establish eligibility, assessment, scoring, certification, renewal, ethics, governance, records, appeals, and quality-control requirements for the S-CHP program.

2. Certification Principles

The program will be administered using documented, consistent, fair, secure, and competency-based procedures.

Certification decisions will be based on evidence that candidates satisfy published requirements. Training or coaching may support development, but completion of training alone does not constitute certification.

The program should be developed toward alignment with recognized personnel-certification practices. ISO/IEC 17024:2026 defines principles and requirements for bodies certifying persons and includes certification-scheme development and maintenance. S-CHP is not represented as ISO/IEC 17024 or ANAB accredited unless and until such accreditation is formally granted.

3. Eligibility and Candidate Status

Applicants must create an S-CHP candidate profile, provide accurate identifying information, agree to program policies and the Code of Professional Conduct, and complete all certification requirements. During the pilot phase, HOA/community association management experience is recommended but not mandatory unless subsequently established by the Certification Governing Committee.

An applicant becomes an S-CHP Candidate after application requirements are accepted. Certification is awarded only after all assessment, ethics, verification, and administrative requirements are satisfied.

4. Required Competency Framework

Competency	Assessment	Weight
Communication	Intentional Communication	15%
Active Listening	Active Listening	10%
Emotional Intelligence	Emotional Awareness	10%
Conflict Resolution	Conflict Management	15%
Relationship Management	Relationship Building	10%
Negotiation	Negotiation	15%
Critical Thinking	Critical Thinking	15%
Interpersonal Effectiveness	Interpersonal Skills	10%

5. Assessment and Passing Standards

Each required assessment must measure the competency defined by the S-CHP scheme using HOA-relevant situations and judgment-based questions. A candidate must earn a minimum score of 80% on every required competency assessment. A high score in one competency may not compensate for a score below 80% in another.

Once all minimum competency thresholds are achieved, the overall S-CHP score is calculated as the sum of each assessment score multiplied by its assigned weight. The candidate record will show both the weighted overall score and the number of competencies achieved.

Result status: 80–100% = Competency Achieved; below 80% = Development Required. Candidates receiving Development Required may complete recommended learning activities and reassess under published retake rules.

6. Retakes, Security, and Integrity

The certification program will publish retake limits, waiting periods, fees if applicable, and rules for alternate question forms before full public launch. Assessment content, answer keys, scoring logic, and candidate records must be protected from unauthorized disclosure or manipulation. Suspected cheating, identity misrepresentation, or unauthorized assistance may invalidate an attempt and trigger review under the ethics process.

For the pilot, no more than three attempts per competency within a 12-month period are recommended, with a minimum seven-day development period after an unsuccessful attempt.

7. Certification Requirements and Decision

To earn S-CHP, a candidate must: (1) achieve at least 80% on all eight required competency assessments; (2) complete the S-CHP application; (3) accept the Code of Professional Conduct; (4) satisfy identity-verification requirements; and (5) pass administrative review.

The final certification decision must be documented and made by authorized personnel who were not solely responsible for coaching or preparing the candidate for the assessments whenever practicable. Successful candidates receive the S-CHP designation, certificate, certification ID, effective date, expiration date, and a verifiable digital credential or profile status.

8. Code of Professional Conduct

S-CHP credential holders must act with integrity, professionalism, respect, confidentiality, fairness, accountability, and responsible judgment; accurately represent their qualifications; avoid deceptive certification claims; comply with applicable laws and governing requirements; protect confidential association and personal information; disclose material conflicts of interest; and cooperate with legitimate certification reviews.

Material violations may result in corrective action, suspension, or revocation following documented due-process procedures.

9. Certification Term and Renewal

S-CHP certification is valid for two years from the effective date. Renewal requires continued compliance with the Code of Professional Conduct and evidence of continuing professional development. Before full launch, the Governing Committee will establish the required number and acceptable categories of continuing-development hours and determine whether renewal requires targeted reassessment, updated assessments, or other evidence of continued competence.

Expired credentials may not be represented as current. The program will maintain documented reinstatement requirements.

10. Governance, Impartiality, and Quality Assurance

An S-CHP Certification Governing Committee will oversee the competency framework, assessment standards, passing rules, ethics, appeals, renewal, and periodic scheme review. An Advisory Board of experienced HOA professionals and relevant stakeholders should provide market and technical input without controlling individual certification decisions.

Conflicts of interest must be disclosed and managed. Certification requirements and decisions must be applied consistently. The program will periodically review assessment performance, candidate outcomes, complaints, security events, and industry changes to support validity, reliability, fairness, and continuous improvement.

11. Appeals, Complaints, and Candidate Rights

Candidates and credential holders may request reconsideration of certification-related decisions through a documented appeal process. Complaints concerning program administration or credential-holder conduct will be reviewed under published procedures. Individuals involved in the original disputed decision should not solely decide the appeal. Records of appeals, complaints, findings, and actions will be retained.

12. Records, Verification, and Public Claims

HOA-NOW Professional/SkillGP will maintain appropriate records of applications, assessment results, certification decisions, certification status, renewal, complaints, and disciplinary actions in accordance with published retention and

privacy policies. Public verification should disclose only appropriate credential information, such as name, credential status, certification ID, effective date, and expiration date.

Only individuals with active certification may use the S-CHP designation. Marketing materials must not imply governmental approval, licensure, ISO/IEC 17024 accreditation, or ANAB accreditation unless formally obtained.

13. Implementation and Accreditation Roadmap

Version 1.0 is intended to establish a disciplined certification scheme for pilot testing. Before seeking external accreditation, S-CHP should document job/competency analysis, assessment validity and reliability, examination development and security, impartiality controls, certification decision authority, records, complaints and appeals, recertification, and ongoing scheme review.

ISO/IEC 17024:2026 is the current international standard for bodies operating certification of persons. ANAB offers personnel-certification accreditation under ISO/IEC 17024 and recommends prospective applicants begin with a gap analysis and review of its policies and procedures.

14. Approval and Revision Control

Scheme Owner: HOA-NOW Professional / SkillGP

Document Owner: S-CHP Certification Governing Committee

Version: 1.0 Effective Date: _____ Approved By: _____

Review Cycle: At least annually during pilot/development and whenever material changes are made to competencies, assessments, certification requirements, or applicable standards.

Reference Basis

ISO, ISO/IEC 17024:2026 — Conformity assessment — General requirements for bodies operating certification of persons.

ANSI National Accreditation Board (ANAB), Personnel Certification under ISO/IEC 17024 and accreditation resources.

Accessed August 2026.