

# HOA-NOW™

## Artificial Intelligence (AI) Disclosure

Transparency in the development of our learning and certification content

### Use of Artificial Intelligence

HOA-NOW™ uses artificial intelligence (AI) as a supporting tool in the development, organization, editing, and improvement of certain educational materials, assessment questions, scenarios, feedback, and other content.

AI may assist our team in creating realistic community association management scenarios, improving clarity and consistency, and developing learning experiences designed to strengthen professional competencies.

### Human Review and Professional Judgment

**AI does not replace human review or professional judgment.**

Content used within HOA-NOW™ learning and certification programs is reviewed, refined, and approved by the HOA-NOW™ team before publication or use in an assessment.

### Assessments and Certification

HOA-NOW™ assessments and certifications are designed to evaluate competencies such as communication, active listening, emotional awareness, conflict management, relationship building, negotiation, critical thinking, and interpersonal effectiveness. AI-generated content alone does not determine whether an individual earns an HOA-NOW™ credential.

### AI-Supported Feedback

AI may also be used to analyze responses, generate educational feedback, or support the learning experience where appropriate. Such technology is intended to assist learning and professional development and should not be interpreted as legal, financial, employment, or professional advice.

### Responsibility for Standards

HOA-NOW™ remains responsible for the standards, requirements, and administration of its certification programs.

**AI supports the process. People establish the standards.  
Competency earns the recognition.**

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This disclosure may be updated as technology and HOA-NOW™ practices evolve.