

Certified Hospitality Technology Professional (CHTP)

New Program

Certification Program Policy & Procedures

(Approved 10/21/2015)

(Effective 1/1/2016)

Section 1. General

1. Office:

The global office of Hospitality Financial and Technology Professionals is located in Austin, Texas. The address is 11709 Boulder Lane, Suite 110, Austin, TX 78726. The phone number is 512.249.5333 or 800.646.4387. The fax number is 512.249.1533. E-mails can be sent to certification@hftp.org.

2. Purpose:

To lead and advance the hospitality profession by providing a forum for continuous learning and knowledge sharing.

The association's definition of the hospitality industry is the activity of providing lodging, food and beverage, and/or recreational services, which include but are not limited to, hotels, motels, clubs, restaurants, recreation, tourism, cruise lines and theme parks.

3. Objectives of CHTP:

- A. To provide professional recognition to hospitality technology professionals who have acquired educational proficiencies and practical experience that signify successful career progression.
- B. To encourage the education and advancement of HFTP and allied hospitality related association members.
- C. To cultivate professional cooperation among individuals within the hospitality industry.

4. Use of the Title or Designation CHTP:

- A. The use of the title or designation Certified Hospitality Technology Professional (CHTP) is limited to those individuals who have successfully passed the CHTP Certification Examination and maintained their CHTP status in accordance with Section 8. Maintenance.
- B. The use of the title or designation CHTP may not be used in promotion or advertising efforts.

5. The CHTP Certification Program:

Policies and Procedures, as contained herein, may be amended upon the recommendation of the HFTP Certification Advisory Council with the approval of the HFTP Executive Committee and the Certification Administrator. The HFTP Certification Advisory Council or Councils govern all examination content independently of the HFTP Executive Committee, Board of Directors, and Certification Administrator.

Please note the Policy and Procedures and examination content may be subject to change and revision without formal notice.

Section 2. Examination

1. **Time/Place:**

Allied Association chapters may elect to host a CHTP exam. They must select a date at least 60 days from the present date. The HFTP global office is to be notified in writing about the proposed date and location as soon as one is decided upon by the chapter. If the HFTP office approves the proposed exam/date, the exam date and location will be publicized in advance in HFTP publications.

2. **Proctor:**

All sections of the CHTP exam must be proctored. For all private exams, it is the responsibility of the applicant to secure a proctor. A proctor includes, but is not limited to the following: an already certified HFTP or AHLA designee, General Manager, Human Resources Specialists, Director, Industry Colleague, Academia Professor, or a similar title.

- A. An applicant requesting to take a private exam must have their proctor sign and return the HFTP Proctor Agreement form and be approved, prior to the exam being scheduled.
- B. The Proctor will verify that the applicant approved for testing is the actual exam applicant with a photo identification such as a driver license.
- C. For all online exams, the proctor will be sent the username and password for the online exam access.
- D. For test security reasons, all exam dates/sites must be published in advance and open to any qualified CHTP candidate for public exams.

3. **Scores:**

- A. Each candidate will be notified of his/her grade after completion of the CHTP Examination.
- B. Candidates must receive a score of 70 percent or better to pass each section of the exam.

- C. Candidates who fail to pass two of the three sections of the CHTP Examination within the one year initial application period must reapply, less the full application process. This means that only the initial application examination fee will need to be repaid to restart a new one year application period. All prepaid fees will be forfeited should an approved application expire.
- D. Candidate who scores the highest on all parts of the exam in one sitting between April 1 and March 31 will be awarded the CHTP of the year.

4. Conditional Credit:

A candidate who passes two of the three CHTP Examination sections on the initial attempt, shall receive conditional credit for the sections passed.

- A. The candidate must be re-examined, and successfully pass the remaining section of the CHTP Examination within the initial one year application period to maintain the conditional credit.
- B. Candidates who fail to pass two of the three CHTP Examination sections on the initial examination attempt, must reapply less the full application process. This means that only the initial application examination fee will need to be repaid to restart a new one year application period. All prepaid fees will be forfeited should an approved application expire.
- C. Candidates must take all three sections of the exam on the initial attempt.
- D. The candidate will have one year from the approved application date to take and pass all sections of the exam (a.k.a. the initial exam period). (I.E.: Candidate who applies on April 15, 2015 will have until April 15, 2016 to take the initial exam and complete the retake exam option if conditional credit is allowable.)

Section 3. Application

1. Application Procedure:

Applications for the CHTP Certification Examination must be filed with the Certification Administrator at least ten (10) days prior to the examination date.

- A. Applications are to be filed at the global office on the forms prescribed in Section 7 – Forms. Supporting evidence of qualification and the administrative fee must accompany the application.
- B. Applications will be considered filed when all required supporting documentation and fees have been received.
- C. Applicants may defer the examination to a later date by notifying the Certification Administrator in writing at least two (2) weeks prior to the examination date.

2. Letters of Recommendation:

At least two letters of recommendation vouching for the applicant's character and their suitability for CHTP designation must be submitted with the application or submitted directly to the global office with reference to the applicant. Recommendations must be from within the hospitality industry and must not be from someone who is currently under the candidate's direct supervision.

3. Evidence of Qualification:

A. Education

i. Accredited College or University

A transcript of college/university credits must be submitted directly to the Certification Administrator by the college/university. Grades of "C" or better will be accepted for credit. Only courses that have a relationship to the applicant's job duties, as it relates to the CHTP function, will be counted for the purpose of earning qualification points.

ii. HFTP Supported Workshops or Educational Seminars

A copy of a Continuing Professional Education (CPE) form or an attendance roster indicating date, time, length of seminar, subject matter, speakers, and candidate's signature will be required as verification of attendance. A letter from the applicant setting forth the above information and attested by a chapter officer may be substituted for the roster.

iii. Non HFTP Seminars or Workshops

A document indicating the date, time, length of seminar and subject matter will be required as verification of attendance. Evidence of successful completion of the seminar/workshop must be submitted to the Certification Administrator. Evidence may be in the form of a certificate, a letter from the sponsoring organization, or the use of the CHTP Certification of Non-HFTP Events (Form 7-3).

B. Experience:

A Certificate of Experience form must be submitted directly to the Certification Administrator by each employer included on the member's application.

- i. Applicants involved in selling a technology product to the hospitality industry ARE eligible to take the HFTP exam, provided they meet the other qualifying criteria.

4. Notification of Acceptance:

A. Each CHTP application package will be reviewed by the Certification Administrator.

B. A Notification of CHTP Application Status will be mailed to each candidate within ten (10) days after receipt of the original application. This form will indicate

acceptance of the candidate's application or set forth those additional requirements that must be satisfied.

Section 4. CHTP Qualification Requirements

Any individual will qualify to sit for the CHTP examination if they have earned a minimum of 100 points as detailed below:

1. Education:

A minimum of 40 points and a maximum of 50 points can be earned in this section.

- A. College Degree – 30 points for an associate's degree, 40 points for an undergraduate degree; or 50 points for a graduate degree from an accredited college or university.
- B. College Credit – Eight points per college technology course completed.
- C. HFTP Supported Workshops or Educational Seminars – One point for each CPE credit.
- D. Non HFTP Workshops or Educational Seminars — One point for every 50 minutes of lecture or instruction if approved by Certification Administrator. The seminar must be technology and/or hospitality related.

2. Experience:

A minimum of 40 points and a maximum of 50 points can be earned in this section.

- A. Experience points are earned on an annual basis according to the signed *Certificate of Experience* form (Form 7-4).
- B. Experience points may be earned for fractional years after one year of continuous employment with each employer.

3. HFTP / AH&LA Membership:

A maximum of 20 points can be earned in this section. No minimum is required.

- A. Ten (10) points will be awarded for each year of HFTP / AH&LA membership.

Section 5. Fees

1. Examination Fee: (Submitted with the application)

A four hundred and seventy-five (\$475) U.S. dollar examinations fee is due at the time of filing the original application for HFTP members and a six hundred and seventy-five (\$675) U.S. dollar examination fee for non-members.

- A. The CHTP examination fee will be assessed to cover the cost of processing the application, scheduling and conducting the examination.

- B. A CHTP re-examination fee of two hundred (\$200) U.S. dollars for HFTP members and two hundred and fifty (\$250) U.S. dollars for non-members will be assessed for a re-take to an approved and eligible candidate. Re-take examinations are only available based on the conditional credit and application periods noted above. Only one retake is allowed, per application period, per re-take eligible candidate.
- C. The amount of the CHTP Examination Application Fee may be changed on the recommendation of the HFTP Certification Administrator and approved by the Executive Committee at any time.
- D. CHTP candidates will be advised of the fee amount when they receive their Notification of CHTP Application Status Form.
- E. Candidates who fail to complete the CHTP exam within a one (1) year initial exam period will forfeit any application examination fees that were submitted prior to their application expiration date.

Section 6. Study Guide

1. Study Materials:

A. CHTP Study Guide

Although dated, the [CHTP Study Guide](#) is a two-volume guide that includes historical information candidates should know for the theory behind the CHTP exam. Topics include reservations systems, guest systems, revenue management, food and beverage applications, accounting applications, cash management and controls, labor cost controls, e-commerce, hotel technology infrastructure, security systems, and more. Includes sample examination questions. Price: \$159.00 US To order, visit: <http://www.ei-ahla.org/> or call 888-575-8726 or 407-999-8100. A discounted rate is available to HFTP members only.

B. Two additional historical reading materials are also suggested to prepare you for the CHTP examination; *The Essential Guide to Internet Business Technology, and How Networks Work Millennium Edition*. These [books](#) can be seen at the HFTP web site.

C. An additional hospitality technology readings list for the CHTP examination (in electronic format) is located on the HFTP Web Site at:
http://www.hftp.org/education_resources/hospitality_technology_readings/

D. An additional hospitality technology definitions page is also located on the HFTP Web Site at: <http://www.hospitalitytechnologydefinitions.org/>

NOTICE: Not all examination questions are necessarily based on the contents of the study materials. Your experience in the industry and education may be the basis for some questions.

Section 7. Forms

All necessary forms are available in Adobe .pdf format. To view and print the CHTP Application Forms form in .pdf format, you must have the corresponding Adobe Acrobat Reader software. Click on the icon below to download a free copy of this application. Once you've installed the Adobe Acrobat Reader, click on the following links to view and print the forms:

[Adobe Reader](#)

[CHTP Application Forms](#)

Section 8. CHTP Maintenance

All CHTP designees, in order to maintain their designation, will be required to demonstrate their continuing interest and proficiency by completing the following requirements *within each* two-year maintenance period. A total of 60 maintenance points are required to be earned every 24 months.

1. Continued Education:

Earn a minimum of 50 CPE points as detailed below.

Effective (for maintenance periods beginning) January 1, 2008 and thereafter:

Fifteen (15) of these CPE hours must be specifically related to Hospitality Technology.

Effective for the maintenance periods beginning January 1, 2014 and thereafter: Four (4) hours must be related to ethics.

- A. HFTP Supported Workshops or Educational Seminars – One point for each CPE credit earned.
- B. Non HFTP Workshops or Educational Seminars — One point for each 50 minutes of lecture or instruction if approved by Certification Administrator. The seminar must be technology and/or hospitality related.
- C. Ten (10) points may be earned for a published article in any professional journal, i.e. *The Bottomline, Hospitality Upgrade, Lodging, Hotel Business, Nations Restaurant News, CKC Report, etc.*
- D. Ethics classes may come from HFTP, or, designees may substitute sessions from their AICPA (CPA), IMA (CMA), and IIA (CIA) related sessions (or other educational providers as approved by the certification administrator).

2. HFTP / AH&LA Membership:

Effective for maintenance periods beginning January 1, 2011:

HFTP Membership. No minimum required. Maximum 10 points.

Earn 5 points per year for continued, active membership in HFTP or AH&LA.

3. Maintenance Period:

The initial two-year maintenance period will commence on January 1 of the year following the designation as CHTP and will continue in two (2) year increments ending on December 31 thereafter.

4. Maintenance Report:

The CHTP Maintenance Report form must be submitted to the Certification Administrator no later than January 31 of the year following each 24 month maintenance period. Forms will be mailed by the Certification Administrator five (5) months before they are due.

5. Maintenance Fee:

- A. A CHTP Maintenance Fee will be assessed to each designee as determined by HFTP Executive Committee to cover the ongoing administrative fees of the CHTP Certification Program.
- B. The CHTP Maintenance Fee is one hundred fifty (\$150) U.S. dollars per education cycle for HFTP members and three hundred (\$300) U.S. dollars per education cycle for nonmembers. Upon attaining the CHTP designation, the CHTP Maintenance fee will be invoiced approximately six (6) months prior to the educational reporting cycle deadline.
- C. The amount of the annual CHTP Maintenance Fee may be changed on the recommendation of the HFTP Certification Administrator and approved by the Executive Committee.

6. Failing to File Maintenance:

If an individual fails to file properly completed maintenance reports for an entire two year maintenance cycle by April 30th they will be expelled from the HFTP CHTP certification program and will not be allowed to use the designations. If an individual wishes to become certified once again they must follow all rules and regulations in effect for new applicants. That includes paying all fees and passing the exam again.

7. Reactivation:

If a former designee wishes to reactivate a CHTP designation, they must submit all evidence of the CPE requirements and fees during the time of lapse or he/she must retake and pass the exam without application.

8. CHTP Statuses:

- A. **Retired Status:** A CHTP designee with at least seven (7) consecutive years of active designation, and who meets the requirements of "Retired Status", per Section 11: Retired Members as stated in the HFTP By-laws may transfer to retired status. In a retired status a designee may not solicit or perform any paid employment or consulting services related to the CHTP and shall use the designation, CHTP-Retired. A designee will retain full membership benefits

including publications and discounts on HFTP products and training events; however a designee is not required to maintain the CPE requirements. HFTP will remove the work contact information from the membership database; all correspondence will be sent to designee's home address.

- B. **Inactive Status:** If a designee is temporarily not involved in a Hospitality related field, but wishes to remain abreast of current events and intend to reactivate the CHTP designation, a designee may be transferred to inactive status. When a designee is inactive, a designee retains membership benefits; however, a designee cannot use the CHTP designation and is not required to maintain CPE requirements.
- C. **Emeritus Status:** A CHTP designee with twenty (20) or more years of active certification status is eligible for the Emeritus status effective January 1, 2017. This status will not require those who are eligible to report the educational maintenance requirement; however, they would still be responsible to pay the renewal fees of \$150 USD for members and \$300 USD for nonmembers.