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National Property Management Association

Certification Program Guide

Includes: Certification Policy and Procedures, Certification forms and applications, as well as relevant information found in a Certificant handbook

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CHAPTER 1 – PURPOSE

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MISSION STATEMENTS

NPMA Mission

NPMA’s mission is to advance the profession of Asset/Property Management* through leadership in education, standards, compliance, and certifications. NPMA certification is the key to enhanced professional stature. The NPMA Certification Program is designed to elevate professional standards, enhance individual performance, and designate those who demonstrate knowledge essential to the practice of personal property management.

CGB Mission

The Certification Governing Board’s (CGB) mission is to structure and govern the National Property Management Association (NPMA) certification program appropriately for the profession, occupation, role and skill of certifying parties. The NPMA Certification Program assures quality and integrity in the careers of asset/property professionals worldwide. The CGB ensures the certification process is efficient, effective and available to all asset/property professionals at increasing levels of education and experience.

POPULATION

NPMA has identified the target population as those individuals who are eligible for certification and have a desire to seek asset/property management certification from NPMA: Certified Professional Property Specialist (CPPS), Certified Professional Property Administrator (CPPA) and Certified Professional Property Manager (CPPM).

NPMA certification is available to anyone, anywhere in the world who is seeking certification in the property profession, to include members and non-members alike. All certification exams and related materials are available in English only. Some examples of the titles held in the property profession are Asset Specialist/Administrator/Manager, Property Specialist/Administrator/Manager, Capital Asset Specialist/Administrator/Manager, Industrial Property Management Specialist, and Internal Auditor, etc. The target population must be minimally qualified to seek certification. There are currently approximately 4000 Certificants. Approximately 200 certificants are added every year.

PURPOSE

The purpose of NPMA Certification is to enhance professional stature. NPMA certification is designed to elevate professional standards, enhance individual performance, and designate those who demonstrate knowledge essential to the practice of asset/property management. The CPPS level certification is fundamental, intended for those who are new to the property profession or work in a specific property area.

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The CPPA level certification is intermediate, intended for those who have a CPPS certification and at least 3 years of experience in the property profession.

The CPPM level certification is advanced, intended for those who have a CPPA certification, at least 6 years of experience in the property profession and at least 4 years of managerial experience.

Applicants should consider obtaining their NPMA Certification to gain the following benefits:

- Expand knowledge: Gain technical competence in every aspect of property management.
- National professional recognition: Peers, staff, and management all value NPMA Certification.
- Extensive peer-level communication: Increases networking opportunities as a result of participating in NPMA Chapter meetings, Regional conferences or educational classes and seminars.
- Value added: By hiring NPMA certified professionals, employers can be confident in the knowledge that the new employee is skilled in both depth and breadth for the attained level of certification. With every certificate issued, NPMA and the CGB are validating a level of Property Management proficiency that crosses the normal lines of specific organizational or industry based knowledge. NPMA strives to represent to the outside world that its certified professionals have met and are held to the highest standards of excellence.

DESIGNATION MARK

Upon receipt of certificate, candidates are authorized to use the appropriate designation mark: CPPS for the Certified Professional Property Specialist, CPPA for the Certified Professional Property Administrator, or CPPM for the Certified Professional Property Manager.

**NPMA considers the words “asset” and “property” to be interchangeable when used to describe the management of assets or property.*

CHAPTER 2 – GOVERNANCE & AUTONOMY

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LEGAL STATUS

The NPMA is a non-profit, professional association with 501I(6) status.

AUTONOMY

In accordance with the NPMA Certification Governing Board (CGB) Charter,* Section III states the following:

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The CGB operates under the granted authority of the NPMA National By-laws. The NPMA Executive Board (EB) provided the NPMA Vice President (VP) of Certification approval to establish the CGB in October 2009. The purview of the CGB falls directly under the authority of the NPMA VP of Certification.

The CGB is granted authority to govern the Certification Program free from undue influence by the NPMA Executive Board (EB). The NPMA by-laws, Article VIII, Section 2, (f), state the following:

The Certification Governing Board (CGB) is autonomous in the decision-making of the NPMA Certification Program regarding essential elements such as accreditation eligibility standards; the development, administration, and scoring of the examination instruments; selection of additional officers; and the operational processes. The CGB Officers will serve a 2-year term. The NPMA Executive Board may not unduly influence this board.

The certification process and resulting activities will be protected from undue influence by any individual or the EB by ensuring there is dynamic and competent representation on the CGB. NPMA EB members, VP of Certification and VP of Professional Development, participate on the CGB as non-voting members. The VP of Certification is expected to have input into discussions and a commitment to the completion of certification activities. This partnership between the CGB and the EB recognizes the mutual benefit of an independent certification program servicing the property management profession.

GOVERNANCE STRUCTURE

The CGB was formed to ensure the efficient and effective implementation, management and oversight of the NPMA Certification Program. All CGB members perform in accordance with the CGB Charter and the NPMA Certification Program Guide, which is comprised of certification policies, procedures and handbook.

- The NPMA VP of Certification, NPMA VP of Professional Development and the Chair of the CGB are elected by the NPMA National Board of Delegates.**
- The Vice Chair of the CGB, and the Secretary of the CGB are elected by the CGB members with voting rights.
- Directors are appointed from within the CGB membership by the CGB Chair.
- NPMA Staff support the VP of Certification and the certification efforts of the CGB by performing administrative duties.

All elected positions serve a two-year term. The CGB Chair may serve no more than two, 2-year terms, or a total of four years in order to rotate membership, ensure accurate representation and encourage new leaders and input. This method of selection and term limit further protect the certification process from any undue influence.

The NPMA VP of Certification, who is a non-voting member of the CGB, will:

- Liaise between the CGB and the NPMA EB to communicate and coordinate activities as necessary,
- Achieve the best utilization of resources or employment of services for the NPMA & CGB,
- Coordinate events to protect ongoing activities and information critical to achieving and

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- maintaining certification and also work to achieve mutual understanding or unity of effort among members,
- Provide technical or subject matter expertise or guidance to members and provide status of ongoing issues.

The NPMA VP of Professional Development, who is a non-voting member of the CGB, will:

- Liaison between certification and education, ensuring that changes to certification are appropriately considered and reflected in the educational opportunities provided by NPMA
- Acts as the barrier to protect the separation between certification and education
- Provide technical or subject matter expertise in education or guidance to members
- Communicates classroom issues and questions that may affect certification back to the CGB to be discussed and resolved
- Responsible for instructor training to ensure it adequately reflects the requirements from the CGB with regard to confidentiality and security of the certification program

The CGB Charter defines CGB leadership and member roles and responsibilities with regard to the implementation, management and oversight of the NPMA Certification Program. All CGB members develop and document certification processes and assist in the submission of documentation to meet the NCCA Accreditation Standards. CGB members with CPPM certification credentials will participate in the writing, review and revision of all certification program testing materials. Having writers and reviewers with the highest-level credential will preclude writers without a CPPM from being ineligible for certification exams.

COMPOSITION OF BOARD

The CGB is a voluntary group of professionals made up of both NPMA members and non-members to protect the public interest. Any person with an interest in the governance of the NPMA Certification Program may apply to be a CGB member. CGB members are selected by submitting a resume to the CGB. The CGB reviews these resumes and votes to accept volunteers to serve on the Board. The number of members of the CGB will be no fewer than 10 members at all times.

The CGB is comprised of individuals who: hold no credentials, are Certified Professional Property Specialists (CPPS), Certified Professional Property Administrators (CPPA), or Certified Professional Property Managers (CPPM), non-NPMA members (public members), and non-voting members.

There is no term limit for serving on the CGB as general member CGB members may resign their position at any time during their tenure on the board. Members may also be asked to resign by the CGB Chair for cause, or lack of participation.

In the event the CGB Chair is unable to fulfill the duties and responsibilities of this position or the position becomes vacant, the position will be filled by the CGB Vice-Chair until the next general NPMA election.

PUBLIC MEMBER

The Certification Governing Board (CGB) includes a minimum of one public member who has voting rights to ensure that the public interest is represented. The Public Member routinely

represents and protects the public's interest by the attendance at meetings, participation in discussions in work groups and voting. Public members are required to hold certification credentials in a profession other than property management. Public members are selected by submitting a resume to the CGB. The CGB reviews these resumes and votes to accept public members to serve on the Board.

STAKEHOLDERS

Stakeholders have been identified as individuals seeking certification, those already certified, the NPMA, employers and the public. The CGB carefully considers recommendations from stakeholders for continued exemplary governance of the Certification Program. Information about the CGB is made publically available on the NPMA website.

CONFLICT OF INTEREST

The NPMA VP of Certification and the NPMA VP of Professional Development bring invaluable knowledge and experience to the CGB. However, in order to avoid conflict of interest or undue influence, voting rights will not be extended to members of the NPMA EB who are also members of the CGB.

**See Appendix A of this document for the CGB Charter.*

***See Appendix B of this document for the CGB Org Chart.*

CHAPTER 3 – EDUCATION, TRAINING & CERTIFICATION

[Policies and Procedures](#)

[Defined roles for Certification Program volunteers and staff](#)

[Review Courses](#)

[Review Materials](#)

POLICIES AND PROCEDURES

This NPMA Certification Program Guide is the ultimate resource for all applicants, certificants, CGB Members and Stakeholders regarding policies and procedures related to the NPMA Certification Program.

ROLES FOR CERTIFICATION PROGRAM VOLUNTEERS AND STAFF

NPMA VP of Certification*

- Acts as the liaison between the CGB and the NPMA Executive Board
- Participates as a non-voting member of the CGB providing input to meeting discussions and activities
- Annually submits a signed Confidentiality Agreement to be executed/signed by the NPMA president
- Ensures all Confidentiality Agreements required to work with the CGB are properly executed, kept current, and filed appropriately
- Provides reports as necessary to the NPMA EB concerning CGB activities
- Primary contact with the NPMA staff
- Primary contact with Institute Credentialing Excellence (ICE) for Accreditation

- Receives information regarding disciplinary/ethical infractions
- Investigates all reported disciplinary/ethical infractions
- Removes all personal and identifying information and forwards the information, along with any investigation notes/results, to the CGB Director of Rules and Ethics for committee review or the CGB Director of Exams, as appropriate
- Informs appellant, in writing, of the disciplinary, ethical, appeals committee's final decision and any resultant actions that will be taken
- Provides oversight for all of CGB activities and functions

** See Appendix B of this document for the CGB Org Chart.*

CGB Chair

- Annually submits a signed Confidentiality Agreement
- Schedules, presides and adjourns all CGB regular and special meetings and acts as the CGB's spokesperson
- Provides leadership, guidance and oversight to the CGB for review and revision, as necessary, of all certification process documentation
- Monitors CGB membership numbers, experience and demographic diversity levels to ensure solicitation of new members meets appropriate NPMA member representation and NCCA Standards
- Acts as the liaison to the VP of Certification, the CGB and NPMA Staff
- Coordinates recommendations for new CGB members with the VP of Certification to ensure solicitation of new members meets appropriate NPMA member representation and NCCA Standards
- Ensures CGB Officers (other than CGB Chair) are nominated and elected by CGB members for each term, as appropriate
- Appoints CGB Directors (Exams, Accreditation, Ethics) and ensures all their names are kept confidential outside the CGB
- Assigns projects, duties and tasks as required to CGB Officers, Directors and Members
- Reviews all disciplinary, ethics and appeals committee decisions, ensuring compliance with NPMA Certification Program Guide and CGB Charter
- Monitors CGB Officers, Directors and members for task participation and meeting attendance. Mentors those CGB members who do not participate. Seeks resignation from those CGB members who can no longer participate

CGB Vice Chair

- Annually submits a signed Confidentiality Agreement
- Acts as the backup for the CGB Chair, performing all duties, as necessary or required
- Performs and completes all projects, duties and tasks assigned by the CGB Chair
- Acts as the backup for the Director of Rules and Ethics, performing all duties, as necessary or required on the disciplinary, ethics and appeals committee

CGB Secretary

- Annually submits a signed Confidentiality Agreement
- Coordinates meeting logistics
- Distributes and archives correspondence and communications
- Maintains Web site postings by providing the NPMA Staff with updates to Web site and new documents
- Records and distributes minutes of all meetings

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- Processes and distributes all vote requests
- Records and distributes the results of all votes
- Obtains approvals and concurrences as required
- Performs and completes all projects, duties and tasks assigned by the CGB Chair

CGB Members – including Public Member

- Annually submit a signed Confidentiality Agreement
- Participate regularly in scheduled meetings
- Make CGB decisions by voting when applicable (voting members only)
- Perform and complete all projects, duties and tasks assigned by the CGB Chair
- Perform and complete all projects, duties and tasks for which they have volunteered

CGB Director of Exams

- Annually submits a signed Confidentiality Agreement
- Recruits item writers, reviewers and graders and ensures their names are kept confidential
- Provides any necessary training to item writers, reviewers and graders
- Annually conducts item health check, quality review, statistical evaluations and initiates item replacement as necessary
- Ensures instructors and writers of study materials are not involved with exams or item writing
- Ensures exam item writers are not instructors or study material writers
- Ensures item writers, reviewers and graders have a current signed Confidentiality Form on file
- Writes and submits a statistical report each January detailing exam results (CPPS, CPPA, and CPPM)
- Ensures item writers, reviewers and graders are authorized to work on the exam materials for which they are recruited*
- Reviews, investigates and provides written resolutions to complaints or appeals regarding exams
- Performs and completes all projects, duties and tasks assigned by the CGB Chair
- Writes committee reports (other than exam statistical reports) detailing any committee activity for the year and submits to the CGB Chair

**NOTE: Currently certified NPMA members may be authorized to work on exam materials for their certified level or below (e.g. CPPM members are authorized to work on CPPM, CPPA, CPPS exams; CPPA members are authorized to work on the CPPA and CPPS exams; and CPPS members are restricted to only the CPPS exam).*

CGB Director of Accreditation

- Annually submits a signed Confidentiality Agreement
- Organizes a team to work on the Credentialing Standards
- Ensures all documents and reports are current in order to maintain accreditation
- Ensures all members of the CGB read the Accreditation Standards in order to provide assistance when voting on changes to the documents
- Uploads data to ICE website when applying for or updating accreditation
- Keeps the VP of Certification informed of the progress of accreditation to report to the Executive Board
- Performs and completes all projects, duties and tasks assigned by the CGB Chair

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- Writes committee reports detailing any committee activity for the year and submits to the CGB Chair

CGB Director of Rules and Ethics

- Annually submits a signed Confidentiality Agreement
- Ensures all committee actions are kept strictly confidential
- Convenes the CGB Disciplinary, Ethics and Appeals committee to discuss infractions or appeals, and along with committee members, develops recommended resultant action(s) to be taken
- Ensures fairness requirements are met and the committee decision is defensible by referring the committee decision to the CGB Chair
- Notifies the VP of Certification of the committee's recommended action and the final decision
- Performs and completes all projects, duties and tasks assigned by the CGB Chair
- Writes committee reports detailing any committee activity (appeals statistics) for the year and submits to the CGB Chair

Subject Matter Experts

- Submit a signed Confidentiality Agreement when recruited to perform work for the CGB
- Work with CGB representative to perform and complete projects, duties and tasks for which they were recruited
- Provide demographic, credential and experience information as requested

Exam Proctors

- Annually read the NPMA Proctor Manual
- Annually submit a signed Confidentiality Agreement
- Adhere to all policies, practices and procedures in the NPMA Proctor Manual
- Provide demographic, credential and experience information as requested

NPMA Staff

- Annually submit a signed Confidentiality Agreement
- Attend CGB meetings
- Administer the NPMA Certification Program under direction of the NPMA VP of Certification
- Ensure all files and exams of the NPMA Certification Program are secure
- Inform the VP of Certification of any reported disciplinary/ethical infractions
- Maintain applicant and certificant certification information, ensuring information is kept confidential
- Forwards information concerning appeals of exams or scores to Director of Exams
- Maintains records or resultant actions taken by the Disciplinary, Ethics and Appeals Committee and Director of Exams
- Coordinates disciplinary, ethics and appeals communication
- Ensure all Confidentiality Agreement forms are signed annually and kept on file
- Ensure security of all written and electronic files
- Maintain website

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Certification Vendors (Psychometricians)

- Submit a signed Confidentiality Agreement when hired to perform work for the NPMA/CGB
- Work with CGB representative to perform and complete projects, duties and tasks for which they were hired
- Provide demographic, credential and experience information as requested

REVIEW COURSES

There are CPPS, CPPA and CPPM preparatory courses available through NPMA. It is not a requirement to take these courses to take certification exams. These courses provide no advantage to candidates when taking the certification exams. There are other study options available, such as:

- Self Study
- Chapter led study groups
- Company/Corporation led study groups

REVIEW MATERIALS

NPMA makes available reference/study materials, which may be used in preparing to take the exams for Certified Professional Property Specialist (CPPS) (Fundamentals of Personal Property Management) and Certified Professional Property Administrator (CPPA) (Intermediate Studies Manual). These materials are considered best practices in the Property/Asset Management profession. There are no practice exams or practice exam items available for help in preparing to take the CPPS or CPPA exams. Review material development and updates are managed by the NPMA VP of Professional Development.

Other than the materials available for the CPPS and the CPPA, there are no known additional, reference materials available which may be used in preparing to take the Certified Professional Property Manager (CPPM) exam. The requirement to be an active CPPA along with the requisite years of experience should help the minimally qualified candidate to sit for the CPPM Exam. NPMA does have a practice exam which is available to all CPPM candidates. This practice exam was written by NPMA SMEs at the same time and under the same standards as the actual CPPM exam. It was decided that this practice set of questions would never be used for an actual certification exam. The practice exam is an example only. It is intended to give candidates an idea of the format of questions on the exam. Taking the practice exam will not give candidates an advantage in the CPPM exam over those candidates who do not take the practice exam.

These materials, while available from NPMA, are not required to take any certification exam. They are, however, excellent and well-written reference materials which may help property professionals in their daily work.

See the NPMA website at www.npma.org for information regarding the purchase of certification exams.

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[Documentation of Financial Viability](#)

PROGRAM FINANCIAL REPORTS

NPMA maintains financial records for the association, including the Certification Program. All financial reports are prepared by NPMA staff and are audited by an outside, independent auditor on an annual basis.

WRITTEN AGREEMENTS

A Memorandum of Understanding (MOU) exists between the NPMA Executive Board and the CGB. The MOU is maintained in the NPMA Operations Manual and states:

- a. *The financial support of the CGB and the NPMA Certification Program will be the responsibility of NPMA. This includes responsibility for costs and expenses incurred by the CGB. The annual NPMA budget as prepared by the VP of Finance and approved by the NPMA Executive Board and NPMA National Delegates includes budget line items for the CGB and the certification program.*
- b. *NPMA provides support (both financial and administrative) to the CGB and certification program as follows:*
 - i. *NPMA provides funding for the operation of CGB.*
 - ii. *NPMA provides the time and a meeting room at the NPMA annual seminar so that the CGB may conduct their annual meeting.*
- c. *NPMA provides the web and voice service for periodic conference calls by the CGB. NPMA headquarters staff provides administrative support in numerous areas related to the certification program.*

DOCUMENTATION OF FINANCIAL VIABILITY

The NPMA Certification Program is financially viable. The revenues and expenses are reflected in the NPMA financial reports and balance sheet. The NPMA financials are managed by NPMA staff with oversight by the NPMA VP of Finance and the Executive Board. An annual financial audit is conducted by an outside, independent audit firm. NPMA financial reports are publically available to all interested parties from the NPMA website. <https://www.npma.org/page/FinancialReports>

CHAPTER 5 – HUMAN RESOURCES

[Personnel responsible for conducting Certifications Services \(roles and qualifications\)](#)

[Staff](#)

[Certification Governing Board Members](#)

[NPMA Executive Board](#)

[Vendors \(Consultants, Psychometricians, etc.\)](#)

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PERSONNEL RESPONSIBLE FOR CONDUCTING CERTIFICATION SERVICES

The NPMA Certification Program is administered by a combination of staff, (paid management services to perform administrative tasks), Certification Governing Board (CGB) members (volunteers) and members of the NPMA Leadership team (volunteers) to ensure the program runs efficiently and successfully.

NPMA may on occasion hire vendors or consultants to help or assist with the efficiency of portions of the certification program. Alpine Testing Solutions, Inc., is the psychometric vendor NPMA currently uses for assistance with the Job Task Analysis, Exam Construction and Validation and Exam Health Checks.

The day to day administration of the certification program includes activities performed by the NPMA staff.

STAFF

NPMA contracts with an Association Management Company, Meeting Expectations (ME), to provide administrative staff services, herein referred to as NPMA Staff. NPMA Staff provide routine business for certification administration, financial accounting, IT services, communications, marketing, and records management.

- **Certification Specialist** is responsible for the application and work summary process; exam version control; distribution and grading of exams; calculating, recording and communicating scores; coordinate disciplinary, errors and appeals communication; manage the proctor process; and maintenance of electronic and written records. The Certification Specialist attends all CGB meetings as a non-voting member. The Certification Specialist updates the NPMA website as necessary.

Qualifications: The Certification Specialist will have strong written, verbal interpersonal communication skills, as well as excellent organization and analytical skills. This individual will be well versed in all Microsoft applications. This individual will have strong computer skills; will have association management experience, and a college degree or the equivalent experience.

- **Education Coordinator** is responsible for updating the content within the Association Management System (AMS) and Learning Management System (LMS) databases, both of which are hosted through Software as a Service applications (SaaS). The two systems are linked through API functionality. The AMS hosts certification records and certificants'/NPMA member profiles, while the LMS hosts the electronic exams and all CEU transcripts. The NPMA also utilizes other SaaS's for electronic submission of certification applications, work summary forms, renewal applications and Proctor applications which the education coordinator is responsible to update and monitor as requested. The Education Coordinator also assists in preparing paper exams for shipment, grading them upon return utilizing a Scantron machine, and printing/ mailing certification certificates, as requested.

Qualifications: The Education Coordinator will have strong computer skills, strong written and verbal communication and customer service skills, excellent organization skills, and the ability to multitask. This individual is able to follow established guidelines and instructions to perform daily job functions. The Education Coordinator will have a bachelor's degree or the equivalent experience.

Accounting Specialist is responsible for providing financial management, day-to-day

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accounting for NPMA and all accounting functions for the certification program.

Qualifications: The Accounting Specialist will have strong math and computer skills; written and verbal communication skills, as well as organization and analytical skills. This individual will have a strong working knowledge of QuickBooks, and all Microsoft applications. The Accounting Specialist will have a college degree in Accounting or the equivalent experience.

- **ME Program Manager** is responsible for training staff and supervising the day-to-day operations of ME activities on behalf of NPMA and implementing policies and procedures as required. The ME Program Manager supervises all staff, acts as a liaison to the NPMA Executive Board, measures and reports regular and ongoing progress to NPMA Leadership. **Qualifications:** The ME Program Manager will have strong management skills, strong written and verbal interpersonal communication skills, organization and analytical skills; computer skills including a strong working knowledge of all Microsoft applications. The ME Program Manager will have a bachelor's degree or higher and at least 4 years of experience in association management. CAE certification preferred.

CERTIFICATION GOVERNING BOARD MEMBERS

The Certification Governing Board (CGB) is made up of volunteers and it is the CGB's responsibility to structure and govern the National Property Management Association (NPMA) Certification Program. The CGB manages the rules, guidelines, processes and procedures for the NPMA Certification Program.

Qualifications: Except for public member and non-certified member, potential CGB members shall have an active certification at the appropriate level for CGB committee participation. Non-certified member and potential CGB members shall have work experience in the area of Property Management. Public members must hold at least one professional certification from another entity. Members and potential members must have the availability to participate in CGB meetings, work on committees and complete any tasks that are assigned or for which they have volunteered. Members and potential members must adhere to CGB Confidentiality Agreement. The CGB Chair shall hold a current CPPM certification and be a member in good standing of the NPMA.

NPMA EXECUTIVE BOARD

The Executive Board (EB) is an elected board of volunteers who manage the business and affairs of the NPMA, and shall be chaired by the National President. The Executive Board has plenary powers as set forth in the Constitution and the Bylaws. The Executive Board consists of a maximum of thirteen members. The Executive Board supports the autonomy of the CGB regarding the governance and management of the NPMA Certification Program. Certification financials are the responsibility of the VP of Finance. The VP of Certification is a non-voting member of the CGB and will: liaise between the CGB and the NPMA EB to communicate and coordinate activities as required, achieve the best utilization of resources or employment for services on behalf of the NPMA and the CGB, coordinate events to protect ongoing activities and information critical to achieving and maintaining certification and also work to achieve mutual understanding or unity of effort among members, provide technical or subject matter expertise or guidance to members and provide status on ongoing issues.

Qualifications: The NPMA Nominating Committee shall determine the best qualified candidates from NPMA members of good standing for EB positions and the CGB Chairperson. The candidates for the positions of VP of Certification and VP of Professional Development must hold a current CPPM certification

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VENDORS (Consultants, Psychometricians, etc.)

Vendors are contracted periodically to provide expertise in the development, maintenance and/or evaluation of the certification program. These services may include, but are not limited to: Job Task Analysis, test design, item writing training, test development, item analysis, standard setting study, form health check, equating study, accreditation study or standard answer writing.

Qualifications: Potential psychometric vendors must show thorough experience and extensive psychometric knowledge. Vendors must be able to systematically collect, analyze and interpret data. Vendors must be experienced in exam development and administering corresponding training. Vendors must have the ability to write comprehensive reports with detailed results, findings and conclusions.

CHAPTER 6 – INFORMATION FOR CANDIDATES

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ELIGIBILITY

There are three levels of certification available through NPMA: Certified Professional Property Specialist (CPPS), Certified Professional Property Administrator (CPPA) and Certified Professional Property Manager (CPPM).

CPPS Level Certification is for candidates who are new to property management or work as a specialist in a specific area (e.g., shipping, receiving, or inventory, etc.).

- NPMA membership is NOT a requirement
- There are no eligibility requirements at this level

CPPA Level Certification is for candidates who have worked at least three years in the area of property management in at least seven of the recognized property management functional areas.

- NPMA membership is NOT a requirement
- Candidates must have successfully completed all CPPS requirements, examinations and have an active CPPS designation
- Candidates must have at least 3 years of property/asset management work experience in at least 7 functional areas
- Candidates must have an NPMA accepted Work Experience Summary* form which clearly demonstrates eligibility requirements

**See Appendix F of this document for the Work Experience Summary form.*

CPPM Level Certification is for candidates who have worked at least six years in the area of property management in at least seven of the recognized property management functional areas and

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have four years of managerial experience. Managerial experience includes supervision of personnel, decision-making, or management of resources (budget or assets). Managerial experience would include project management, program management, financial management, team leadership, or performing duties and responsibilities as the sole property manager in an organization.

- NPMA membership is NOT a requirement
- Candidates must have successfully completed all CPPS and CPPA requirements, examinations and have an active CPPA designation
- Candidates must have at least 6 years of property/asset management work experience in at least 7 functional areas
- Candidates must have at least 4 years of managerial experience
- Candidates must have an NPMA accepted Work Experience Summary* form which clearly demonstrates eligibility requirements

NPMA membership is not required for participation in the NPMA Certification Program, however, members do receive a discounted rate for the purchase of exams.

Property Management Functional Areas:

Acquisition	Ownership, Responsibility, and Accountability
Audits	Physical Inventory
Consumption	Property Accounting (financial)
Contracts and Agreements Closure	Receiving
Disposition and Retirement	Records
Environmental Considerations	Reporting
Identification	Risk Management
Import/Export Control	Screening and Excessing
Inventory Management	Storage and Warehousing
Maintenance	Utilization
Movement and Transfers	Valuation

APPLICATION PROCESS

Exam candidates must complete the on-line application. The electronic application may be found in the certification tab of the NPMA Website. www.npma.org. Upon completion of the application, soft copy study guides for the two CPPS and CPPA Module exams are provided to each applicant electronically.

Candidates preparing for the CPPA or CPPM exam, must first submit a completed and properly executed Work Experience Summary Form. The electronic Work Experience Summary form may be found in the certification tab of the NPMA Website. www.npma.org

Should a candidate require accommodations in accordance with the Americans with Disabilities Act (ADA) during their exam, candidate should include their accommodation request during the application process. NPMA Staff will contact the candidate for details and accommodation requirements.

All candidate information collected is securely held in strict confidence by the NPMA.

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Work Experience Summary form

- The Work Experience Summary form must be submitted by candidates preparing for the CPPA or the CPPM prior to ordering examinations.
- This form is used to ensure candidates have met eligibility requirements.
- For form submission, go to www.npma.org/certification
- Upon receipt of the completed, properly executed Work Experience Summary form, NPMA Staff will forward form to a Review Committee for review and acceptance
- If candidate's Work Experience Summary does not meet eligibility requirements, Review Committee will note areas of inadequacy and will return form to NPMA Staff. NPMA Staff will return form along with Review Committee comments to candidate for update.
- If accepted by Review Committee, the Work Experience Summary form is returned to NPMA Staff, noting the acceptance. NPMA Staff will notify the candidate of the acceptance of the Work Experience Summary form.

Ordering Exams

- To order certification exams, go to www.npma.org/certification and navigate to the desired [certification level exam](#).
- One or more exams may be ordered at the same time.
- Candidate will be required to pay applicable exam and application fees.
- Candidate will be prompted to select an approved NPMA proctor in their area from the pull-down list.
- NPMA Staff will process the exam order, mail any applicable study materials to the candidate, and send a notification with exam information to the selected Proctor.

DESCRIPTION OF EXAMS

CPPS

The Certified Professional Property Specialist (CPPS) Certification level examination consists of two 50 question, multiple-choice exams – Module 1 and Module 2. Candidates have 90 minutes to take each exam and may choose to either take them at the same sitting or to take them separately. The CPPS exams cover 7 domains and 23 subdomains. These domains and subdomains were written by subject matter experts. CPPS Knowledge Statements were also written by subject matter experts. The CPPS exam blueprint includes the domains, subdomains and their associated weights. Weights were derived from the 2016 Job Task Analysis.

CPPA

The Certified Professional Property Administrator (CPPA) Certification level examination consists of two 50 question, multiple choice exams – Module 3 and Module 4. Candidates have 90 minutes to take each exam and may choose to either take them at the same sitting or to take them separately.

The CPPA exams cover 8 domains and 28 subdomains. CPPA domains and subdomains were written by subject matter experts. CPPA Knowledge Statements were also written by subject matter experts. The CPPA exam blueprint includes the domains, subdomains and their associated weights. Weights were derived from the 2016 Job Task Analysis.

CPPM

The Certified Professional Property Manager (CPPM) Certification level examination consists of

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one situational judgment, short answer exam. The exam is comprised of four (4) property management scenarios and a series of related questions follow each scenario. Answers are expected to be short, specific answers, not essays. Candidates have 4 hours to take the exam.

The CPPM exam covers 8 domains and 27 subdomains. CPPM domains and subdomains were written by subject matter experts. CPPM Knowledge Statements were also written by subject matter experts. The CPPM exam blueprint includes the domains, subdomains and their associated weights. Weights were derived from the 2016 Job Task Analysis.

Exam Development

Exam development for all three levels (CPPS, CPPA & CPPM) followed a series of inter-related processes that revolved around the central concept of validity. Two foundational elements of best practice include (1) sampling of the content domain and (2) definition of the content to include in exam items. Subject Matter Experts (SMEs) were recruited to assist in all aspects of exam development, from the Job Task Analysis through Standard Setting. Best practice elements were captured by analyzing the content domain derived from the Job Task Analysis survey and using it to develop an exam blueprint. The knowledge, skills, and abilities identified by SMEs throughout these steps provide the content specifications for the exams. Decisions regarding the relative emphasis of specific job tasks are based on the evidence from SMEs and survey responses. The exam specification blueprint developed includes recommended weights for each domain and task. This provided the CGB evidence upon which to develop the examinations. After training, NPMA SME teams of item writers developed the examinations.

EXAM PROCESS, INCLUDING MODES OF EXAMINATION

Issuance of Exams

- Exams may be taken either – on-line (electronic) or – written via paper copy.
- Notification of electronic exams issuance is sent by NPMA Staff to Proctor with password for accessing exams. Paper-copy exams are sent by NPMA Staff to Proctors in sealed envelopes with instructions to candidates and are to be opened only by candidates.
- Notification is sent by the NPMA Staff to candidate with instructions to contact Proctor to set a mutually convenient time for taking the exam.
- Exams are created with issue and expiration dates. It is the candidate's responsibility to take the exam prior to the expiration date.
- Candidates have 90 days from the date of issue to complete each exam. For CPPS & CPPA exams, if all exams are ordered at one time, the expiration dates are staggered, beginning with the Module 1 exam.
 - Module Exam I expires in 90 days
 - Module Exam II expires in 180 days
 - Module Exam III expires in 270 days
 - Module Exam IV expires in 360 days
- If the exam has expired, the candidate must contact NPMA Staff for a one-time re-issuance within 30 days of the expiration date. Re-issuance requests will be handled on a case-by-case basis.
- Each level of certification must be successfully completed prior to taking the next level.
- Exam fees are non-refundable, but exams may be rescheduled. If a candidate must

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reschedule or cancel an exam they must contact their Proctor to reschedule. Under certain extenuating circumstances, NPMA may extend the expiration date of the exam. If an extension is required, contact NPMA Staff at certification@npma.org or call (404) 789-3160.

Exam Scoring

Written versions of the CPPS and CPPA 4 modular exams are scored by an electronic score scanner. The computer scores CPPS and CPPA exams taken on-line. NPMA Staff verify the scores, a Score Report is prepared and then sent to the candidate via email. The candidate's profile is updated with the exam score posted. Exam scores will not be delivered over the phone. Scoring and reporting of the modular exams usually requires 2 – 5 business days. Passing scores for the modular exams are as follows:

CPPS – Module 1 – Raw Score 37, Percentage 74%
CPPS – Module 2 – Raw Score 33, Percentage 66%
CPPA – Module 3 – Raw Score 33, Percentage 66%
CPPA – Module 4 – Raw Score 32, Percentage 64%

The CPPM exam is a Situational Judgment exam and is independently scored by two anonymous judges. The scores are returned to NPMA Staff for verification. Should a question have a difference in score of more than one point (by the two judges) the exam is sent to a third independent, anonymous judge for adjudication. The adjudicating judge will score any of the questions, which have a difference in score of more than one point. The adjudicated scores are returned to NPMA Staff for verification. All scores are entered into a scoresheet which will calculate the final score. A Score Report is prepared and then sent to the candidate via email and the candidate's profile is updated with score results. Exam scores will not be delivered over the phone. Scoring and reporting of the CPPM exam may take up to 6 weeks. Passing score for the CPPM exam is as follows:

CPPM Situational Judgment Exam – Raw Score 84 (based on scores from 2 Judges), Percentage 70%

TESTING ACCOMMODATIONS

NPMA complies with the Americans with Disabilities Act (ADA) of 1990. Candidates with disabilities covered by this Act, will be provided reasonable accommodations made specifically to meet their needs.

Candidates who may require accommodations will be prompted to so notify NPMA Staff during the application process. Candidates must contact NPMA Staff before scheduling the examination as arrangements for special accommodations may take up to 30 days to coordinate. Arrangements will be made by the NPMA Staff with the appropriate persons in candidate's locality to provide the required reasonable accommodations.

NON-DISCRIMINATION/FAIRNESS

The NPMA Certification Program is equitable and impartial with regard to access and availability. NPMA ensures fairness to all and does not discriminate against race, color, religion, gender,

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national origin, age, disability, marital status, sexual orientation, military status or any other category protected by federal, state and local laws.

REVIEW OF ACCOMMODATION REQUESTS

All requests for special accommodations are reviewed by the NPMA Staff to ensure the request can be processed without jeopardizing the integrity or security of the examination. NPMA Staff will communicate with the candidate to ensure all processes and procedures are explained and ensure that an exam appointment is scheduled.

RETESTING

Candidates who have received failing score reports are encouraged to continue to study and to retest. Candidates must wait 30 days from the date of the original exam prior to ordering and retaking exams. There is no limit to the number of times a candidate may retake the CPPS, CPPA, and CPPM exams. When a retake exam is purchased, the candidate must schedule a mutually agreeable time to retake the exam with an NPMA approved proctor.

ADVERSE DECISIONS

Eligibility Appeals

A candidate whose eligibility has been denied by the NPMA may appeal the decision to the NPMA VP of Certification within thirty (30) calendar days after notification of the adverse decision. The candidate must submit the appeal in writing (email is acceptable), and explain in detail: The nature of the request, the specific facts and circumstances supporting the request, and all reasons why the action or decision should be changed or modified. The candidate must also provide complete and accurate copies of all supporting documents. Eligibility appeals will be reviewed by the CGB Appeals/Disciplinary Board. The candidate will be notified by the NPMA VP of Certification, in writing, (email is acceptable) of the CGB Appeals/Disciplinary Board decision. The decision of the CGB Appeals/Disciplinary Board is final.

Examination Appeals

Complaints or appeals regarding the exam itself may be submitted in writing, (email is acceptable) prior to taking the exam and up to thirty (30) days after exam administration. Written appeals must be submitted with supporting documentation or evidence to the NPMA VP of Certification. The burden of proof is borne by the candidate. The appeal and supporting documentation will be passed to the CGB Director of Exams for review and determination. The CGB Director of Exams will provide a written decision to the NPMA VP of Certification to provide the decision to the appellant. The decision of the CGB Director of Exams is final. Complaints or appeals regarding the exam itself will not be considered thirty-one (31) days or later after exam administration.

There is a thorough review and analysis of each question during the exam construction phase, and as such, there are no appeal procedures to challenge individual exam questions or answers. Because of the secure nature of exams, NPMA will not disclose examination questions. Candidates' responses to particular test questions (correct or not correct) will not be disclosed.

Exam Score Appeals

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In order to appeal an exam score, candidates must submit a written request to NPMA Staff within 30 days of receiving exam results. The NPMA Staff will forward the appeal to the CGB Director of Exams. Appeals will be handled on a case by case basis. Adjustments may be made pending resolution of the investigation. The CGB Director of Exams will provide a written decision to the NPMA Staff to provide the decision to the appellant. The decision of the CGB Director of Exams is final.

ANNUAL REPORTS

Annual reports are written by the CGB Director of Exams. The report will include statistics on the number of exams taken for each certification level during the year, as well as how many of the exams were passed. The report will also include the number of certificants at each level at the end of the year. The CGB Director of Exams will send the report to NPMA Staff who will post the report to the NPMA website at www.npma.org.

CHAPTER 7 – PROGRAM POLICIES

[Establishment & Review of Cert Policies](#)

[Rationale for eligibility requirements](#)

[Access to certification](#)

[Rationale for retesting policy](#)

[Process for review of special accommodation requests](#)

[Process for adverse decisions](#)

ESTABLISHMENT & REVIEW OF CERTIFICATION POLICIES

The NPMA Certification Governing Board (CGB) is responsible for writing, reviewing and maintaining all policies and procedures pertaining to applicants, candidates, and certificants with regard to the NPMA Certification Program. The policies and procedures that are managed by the CGB include: the NPMA Certification Program Guide, the Charter, Proctor Manual, application process policies, re-certification process policies, and appeals policies. The CGB meets monthly and ensures these policies and procedures are kept current so that the NPMA Certification Program runs efficiently and effectively.

RATIONALE FOR ELIGIBILITY REQUIREMENTS*

The Property Management field is fairly stable. Regulations, rules and requirements change very little over time. NPMA believes that the time and training/experience requirements set forth for eligibility represent sound business practice and are industry standards.

NPMA recognizes that a person new to the field of property management would be able to achieve the CPPS level of certification with little experience.

To advance to the next level of certification (CPPA), the candidate would require at least three years of training and on-the-job experience in at least seven functional areas. NPMA believes that three years is an adequate amount of time in order to acquire sufficient knowledge and master the intermediate skills necessary to manage property at the intermediate/CPPA level.

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To advance to the highest level of certification (CPPM), the candidate would require at least six years of training and on-the-job experience in at least seven different functional areas. NPMA believes that the additional three years of experience will further develop and refine skills and knowledge. The standard NPMA has set is that four years of managerial experience is also a necessary skill for the minimally qualified CPPM. NPMA defines managerial experience as management of personnel, programs or budgets. These management skills develop good decision-making and problem solving skills, which are required to be an effective CPPM.

**For specific eligibility requirements, see Chapter 6 of this document.*

ACCESS TO CERTIFICATION

Access to the NPMA Certification Program is not limited and is open to any property professional who seeks a better understanding of the field and recognition through certification. NPMA membership is not required at any level of certification, CPPS, CPPA, or CPPM. For access to the NPMA Certification Program, go to www.npma.org.

RATIONALE FOR RETESTING POLICY

Candidates must pass Module 1 and Module 2 to receive the CPPS. Candidates may take both exams at the same sitting. If candidate fails either Module 1 or 2 or both Modules, candidates must wait 30 days to retake the failed exam(s). The failed exam(s) must be successfully retaken to achieve the CPPS certification. Candidates do not have to retake passed Modules. Example: If candidate fails Module 1 and passes Module 2, retake is only required for Module 1.

Candidates must pass Module 3 and Module 4 to receive the CPPA. Candidates may take both exams at the same sitting. If candidate fails either Module 3 or 4 or both Modules, candidates must wait 30 days to retake the failed exam(s). The failed exam(s) must be successfully retaken to achieve the CPPA certification. Candidates do not have to retake passed Modules. Example: If candidate fails Module 3 and passes Module 4, retake is only required for Module 3.

Candidates must pass the Situational Judgment Exam to receive the CPPM. If candidate fails the exam, candidates must wait 30 days to retake the failed exam. The failed exam must be successfully retaken to achieve the CPPM certification.

NPMA believes the 30-day retake policy will allow candidates the necessary time to focus, review and continue studying before retaking the exam. NPMA further believes the 30-day retake policy to be an industry standard and best practice.

PROCESS FOR REVIEW OF SPECIAL ACCOMMODATION REQUESTS*

Candidates who may require accommodations will be prompted to so notify NPMA Staff during the application process. All requests for special accommodations are reviewed by the NPMA Staff to ensure the request can be processed without jeopardizing the integrity or security of the exam. NPMA Staff will communicate with the candidate to discuss possible accommodations, ensure all processes and procedures are explained, ensure that an exam appointment is scheduled and that the candidate's needs will be reasonably accommodated.

**For details regarding ADA accommodation policy, see Chapter 6 of this document.*

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PROCESS FOR ADVERSE DECISIONS*

Candidates who receive adverse decisions that they wish to appeal (eligibility, exam) should notify the NPMA VP of Certification or the NPMA Staff, in writing (email is acceptable) within thirty (30) calendar days of notification of the adverse decision. Candidates should be prepared to provide appeal details with specific facts, circumstances and documentation supporting the appeal.

NPMA Staff is responsible for routing all appeals through the appeals process to a final decision by the CGB.

The CGB will hear the appeal, investigate and make a final decision within 30 days of receipt of the appeal from the NPMA Staff. If a final decision cannot be reached with the 30 day timeframe, the candidate will be so notified by the NPMA Staff. The CGB will provide a written final decision regarding the appeal to the NPMA Staff and the decision will be relayed to the candidate. Candidate's record will be updated with the final decision information.

All decisions by the CGB are final.

**For details regarding adverse decisions, see Chapter 6 of this document.*

CHAPTER 8 – AWARDING OF CERTIFICATION

[Grandfathering](#)

[Reciprocal Certifications](#)

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GRANDFATHERING

Grandfathering is a common certification practice for those subject matter experts who developed the initial examination form to be granted the credential without meeting examination requirements.

There are no CPPS or CPPA certificants who were “Grandfathered”. All CPPS and CPPA certificants were granted credentials as a result of meeting and completing all eligibility and all examination requirements.

NPMA has 24 CPPM certificants who were credentialed without completion of the examination requirement. The 24 CPPM credentials were granted by a unanimous decision of the NPMA Executive Board (seated at the time) based on the recommendation by the Examination Committee (EC) prior to 2006. CPPM credentials were granted on the basis that certificants were acknowledged as experts in the field of property management. No exam waivers or “grandfathering” have been permitted since 2006.

The CGB concurs with the established and mature NPMA certification program; there is no longer a need or justification for grandfathering certificants. Grandfathering is not permitted for any level of certification (CPPS, CPPA, and CPPM), and exam waivers will not be granted.

RECIPROCAL CERTIFICATIONS

Reciprocal Certification is a 2-way agreement between NPMA and another entity (association, organization, agency, etc.) with a like credentialing program. Reciprocal certification would allow cross credentialing between the two entities without completion of both entities' examination requirements.

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There are currently no agreements between NPMA and any other entity granting reciprocal property management certifications at any level.

Requests for a reciprocal agreement must be presented to the NPMA VP of Certification and the CGB. The CGB will appoint a special committee to evaluate the feasibility of a reciprocal agreement and terms and conditions of such an agreement should it be determined to be feasible. Feasibility would include, but not be limited to: eligibility requirements, levels of certification and accreditation status. Upon feasibility determination, reciprocal agreements must be approved by the CGB. Reciprocal agreements along with an implementation process must be presented to the NPMA Executive Board by the CGB for final approval.

CERTIFICATION MARKS

NPMA has a certification mark for each level of certification CPPS, CPPA, and CPPM. The certification mark is authorized for successful certificants completing the CPPS, CPPA, or CPPM exams. The appropriate mark to use is for the highest level of certification achieved:

- Successful completion of CPPS = *John Doe, CPPS*
- Successful completion of CPPA = *John Doe, CPPA*, no longer use CPPS
- Successful completion of CPPM = *John Doe, CPPM*, no longer use CPPS or CPPA

Lapsed certification (failure to renew) will result in certification reverting to previous level. The appropriate mark to use for lapsed levels of certification:

- Lapsed CPPM certification becomes CPPA = *John Doe, CPPA*
- Lapsed CPPA certification becomes CPPS = *John Doe, CPPS*
- Lapsed CPPS certification, loses certification status and use of mark is unauthorized

The CGB Disciplinary Board is responsible for addressing the misuse or unauthorized use of any certification mark. The CGB Disciplinary, Ethics and Appeals committee will review and discuss the infraction and determine what action, legal or otherwise, is to be taken. Any person(s) involved in the infraction will be permitted to submit rebuttals and evidence to the CGB.

Disciplinary actions which may be invoked by the CGB may include a written warning to the person(s) involved or other appropriate actions including (but not limited to):

- temporary suspension of use of certification mark
- permanent suspension of use of certification mark
- permanent ineligibility to take exam(s) for certification(s)
- revocation of certification credentials

CHAPTER 9 – RECORDS RETENTION AND MANAGEMENT

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RECORDS STORAGE AND RETENTION POLICY

There are two (2) types of data retained (in paper or electronic form) by NPMA Staff on behalf of the NPMA Certification Program.

- Personal Data
- Examination Data

Electronic records are maintained on different data systems, which are secured and access is controlled by passwords given to authorized users. These systems include: Your Membership, SmartSheet, and Basecamp. NPMA Staff does backup data on a secured cloud database.

Applicants, candidates and certificants have access to current personal and examination data by logging into their profile with a password through the NPMA website at www.npma.org. For access to archived personal and examination data, applicants, candidates and certificants must request the data, in writing, through NPMA Staff.

Certification data, including: name, email address, credential, certificate number, date of issue and expiration date is generated and retained in electronic format only and is maintained indefinitely.

NPMA Staff only in controlled, restricted work areas do the receipt and processing of records and data. Examination data is generated in both paper and electronic format. Paper CPPM exams are scanned into electronic format and retained indefinitely. Paper records, which are not retained as an electronic record (e.g., exam bubble sheets), are destroyed. Electronic versions of exam results are retained indefinitely.

NPMA believes this storage and retention policy is sound business practice, is in keeping with the current technologies available, and is in keeping with examination records retention rules and regulations.

RECORDS-PERSONAL

NPMA retains the following records which may contain personal and confidential information for all applicants, candidates and certificants:

- Certification application information
- Work summary forms
- Examination forms, scoring documents and results
- Re-certification application forms
- Confidential Correspondence

RECORDS-EXAMINATION

NPMA indefinitely retains the following records in electronic format which contain examination, examination related information or confidential information:

- Subject Matter Experts
- Job Task Analysis
- Knowledge Statements
- Blueprint Development
- Items Development
- Forms Development
- Rubric Development
- Standard Setting Analysis

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- Item Health Check Analysis
- Confidential Correspondence

RECORDS DISPOSAL

Except as otherwise noted, electronic records are retained indefinitely and never destroyed. The destruction of paper records which may contain personal and examination data, is accomplished with a cross-cut shredder by NPMA Staff. Destruction of paper records is therefore complete and irretrievable.

CHAPTER 10 – CONFIDENTIALITY

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CONFIDENTIALITY POLICY

NPMA and the CGB are committed to protecting confidential and personal information by limiting access to such information. Personal information submitted by applicants, candidates or certificants is considered confidential.

The names of exam graders, item writers, CGB Director of Exams, the CGB Director of Rules and Ethics and members of the disciplinary, ethics and appeals committee are also considered to be confidential. All work products from the disciplinary, ethics and appeals committee are confidential.

Confidential materials include, but are not limited to: an individual’s application, application status, personal information, individual exam scores, exam items, exam forms, exam preparation documents and reports (JTA, standard setting, rubric, equating, etc.).

ACCESS TO RECORDS

Confidential Information

Confidential information of a personal nature, such as: name, email address, mailing address and phone number, is managed by the NPMA Staff. An individual’s confidential information will only be released to the individual. Release of personal information to others is authorized only if a written release request is completed by the individual or as required by law. Confidential information is submitted and stored on a secured, password-protected database “Association Management System – Your Membership” (AMS). Only the applicant/candidate and NPMA Staff have access to this information.

Exam Results

NPMA Staff, who post results in the certificant’s profile in the AMS system, release examination results only to candidates/certificants. Notification of the posting is sent by email to the candidate/

certificant. Exam results will not be given over the phone or by e-mail. Only the candidate, NPMA Staff and the Director of Exams have access to exam results. [Return to top](#)

Exam Development Documents and Reports, CGB Business

Protecting the confidentiality of Certification Exams is critical to the integrity of the NPMA Certification Program. Directors, item writers, SMEs and vendors agree to keep exams and development documents secure and confidential indefinitely, from development through deployment of the exams. Exam graders and arbitrators agree to secure and keep confidential all exams, scoring documents, and results.

CGB Members keep secure and confidential exam information; disciplinary, ethics or appeals investigation and actions; and other confidential certification information for which they may have access.

Exam forms and development document information is managed and stored on a secured, password-protected system – Basecamp. NPMA Staff ensures that during the performance of administrative duties in regard to confidential certification information, password access to Basecamp is provided only to authorized individuals who have a need for access and a current Non-Disclosure and Confidentiality Agreement Form on file.

NON-DISCLOSURE AND CONFIDENTIALITY AGREEMENTS

In order for the integrity of the NPMA Certification Program to be maintained and protected, individuals involved in the production and administration of the program are required to agree to and sign a Non-Disclosure and Confidentiality Agreement Form before beginning work. Individuals with continued involvement will sign a new Form annually. Exam Proctors are required to agree to the responsibilities outlined in the Proctor's Manual and sign an Ethics Agreement. Exam Proctors are required to sign the Ethics Agreement annually.

Individuals who are required to sign a Non-Disclosure and Confidentiality Agreement Form are:

- CGB Members
- VP of Certification
- VP of Professional Development
- Exam Writers
- SMEs
- Graders
- NPMA Staff
- Candidates
- Vendors

Individuals who are required to sign an Ethics Agreement Form are:

- Proctors

ACCESS AND ELIGIBILITY RESTRICTIONS

Access

Educational Instructors, SMEs who prepare educational materials, and Proctors are restricted from access to all exam material and exam development activities including writing, reviewing, and grading.

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Eligibility

SMEs are eligible to work with materials for exam writing, reviewing and grading of exams up to and including the level of the credential they have already attained. For example, an SME who has attained the CPPA level credential, may work with CPPS and CPPA exam material, but NOT the CPPM material. This policy eliminates the need to restrict eligible candidates from sitting for an exam.

RELEASE OF INFORMATION

Certification levels, certificate numbers and expiration dates are not considered to be confidential information and may be released to employers or interested parties upon written request. Requests for information are processed by the NPMA Staff.

Exam results are posted on the candidate/certificant's individual record (profile) and are only accessible with the candidate/certificant's password. NPMA Staff shall not release any confidential or personal information without the written consent of the individual or as required by law.

CHAPTER 11 – CONFLICT OF INTEREST

[Definition of Conflict of Interest](#)

[Conflict of Interest Agreements](#)

[Recusal](#)

[Conflict of Interest Violations](#)

DEFINITION OF CONFLICT OF INTEREST

Conflict of interest exists when there is a conflict between the private interests and the official responsibilities of a person in a position of trust. Conflicts of interest have the potential to undermine the impartiality of a person in a position of trust and may cause undue harm or destruction to the integrity of the NPMA Certification Program.

There may not be a conflict of interest; either clear, potential, or perceived, with an individual serving in any capacity in the NPMA Certification Program.

CONFLICT OF INTEREST AGREEMENTS

The Non-Disclosure and Confidentiality Agreement Form contains the following statement:

“I understand that I will disclose to the VP of Certification any potential conflict of interest that may require my recusal from working with Certification Program material.”

The VP of Certification will work with the individual to resolve the conflict. This may involve also working with other CGB members, instructors, proctors or NPMA Staff to ensure the conflict is resolved in an effective manner.

CGB Members, VP of Certification, VP of Professional Development, Exam Writers, Subject Matter Experts (SMEs), Graders, NPMA Staff and Vendors are required to sign this form annually.

The Ethics Agreement Form contains the following statements:

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“I will disclose to the NPMA any instances of potential conflicts of interest”

“I will recuse myself when potential conflicts of interest arise”

Proctors are required to adhere to the rules set forth in the Proctors Manual and sign the Ethics Agreement annually.

The CGB has established rules within the Certification Program to eliminate potential conflict of interest situations, such as:

- Educational Instructors are not permitted access to exams
- Approved Proctors who are also supervisors are not permitted to proctor subordinates
- Before SMEs (exam writers and reviewers) may work on examination material, they must have attained at least that level of certification (e.g. CPPS, CPPA, or CPPM)
- VP of Certification and NPMA Staff are the only people who know the identity of parties involved in any Disciplinary Committee action.
- Members of the CGB Disciplinary Committee review actions anonymously-no personal information is included.
- Graders of the CPPM exam do so anonymously-no personal information is included on the exam.

RECUSAL

Any individual working in the NPMA Certification Program who has a clear, potential, or perceived conflict of interest shall report the situation as follows below and will be recused from continuing work in that situation.

- CGB Chairperson reports conflict situations to the VP of Certification
- CGB Directors and Members report conflict situations to the CGB Chairperson
- SME's, Exam Writers and Graders report conflict situations to the Director of Exams
- Proctors report conflict situations to the VP of Certification or the VP of Professional Development
- Vendors report conflict situations to the NPMA Contracting contact
- VP of Certification and VP of Professional Development report conflict situations to the NPMA President

If necessary, the recused individual will be replaced so that work may continue seamlessly.

CONFLICT OF INTEREST VIOLATIONS

Failure to disclose discovery of a conflict of interest situation, will result in review by the CGB Disciplinary Committee. The CGB Disciplinary Committee will investigate all suspected violations of conflict of interest and recommend corrective actions in accordance with the Disciplinary Committee's policy.

CHAPTER 12 – SECURITY

[Security Policy for Certification Program](#)

[Secure Methods for Exam Maintenance, Delivery, and Storage](#)

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SECURITY POLICY FOR CERTIFICATION PROGRAM

Sound written security procedures which address roles, responsibilities and criteria are key to maintaining the integrity of the exam process. Exam security precautions include:

- Maintaining confidential and personal information in a protected manner at all times by engaging further precautions:
 - Confidential/personal information is not released to unauthorized individuals
 - Written information is kept in a secured, locked file at NPMA Staff Offices
 - Electronic records are kept on secured, password-protected database computer systems (AMS, Smartsheet and Basecamp)
- Established controls to protect certification materials from theft: exam booklets, answer sheets, scrap paper, and related forms
- Securing exam material in a locked file at NPMA Staff Offices or on secured, password-protected computer systems (AMS and Basecamp), which have limited access only to authorized individuals
- Established clear guidelines ensuring control when exams are being issued, transported and administered
- Established controls for exam accessibility (only authorized individuals who have signed Non-Disclosure and Confidentiality Forms)
- Established controls for the discussion of exam items (questions and answers are not to be discussed by candidates with Instructors, or Proctors as this may affect the integrity of the exam. Exam items should not be shared with Instructors to avoid a situation where Instructors may then teach to the exam questions.)
- Established controls to avoid opportunities to copy exams or exam items
- Developed forms for candidates to use to challenge an exam item

SECURE METHODS FOR EXAM MAINTENANCE, STORAGE AND DELIVERY

NPMA Staff

- Issue electronic exams, which have a unique password assigned by the AMS System that is associated with the candidate and the exam to be taken
- Email passwords to the Proctor selected to administer the exam
- Secure paper version exams in sealed envelopes and shipped to the Proctor selected to administer the exam
- Ensure each exam booklet is assigned a unique serial number which is displayed in a prominent location on the exam booklet and corresponding answer sheet to quickly identify any missing exam materials
- Ensure exam materials are shipped in sealed envelopes addressed to and opened only by candidate
- Ensure appropriate shipping materials are included so that exams may be properly returned for scoring
- Account for all exam booklets and answer sheets before and after each exam session
- Immediately notify VP of Certification if any exam booklets or answer sheets are found to be missing
- Check the used exam booklets after each examination session for any notations, marks or missing pages
- Remove from further use any defaced or damaged exam booklets

- Destroy by shredding, any surplus, damaged, or obsolete exam booklets

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Director of Exams

- Prepares multiple exam forms or scrambles answers which may help to ensure exam integrity by minimizing opportunities for cheating
- Establishes a program of periodic replacement of exam items to minimize use and exposure of any particular exam item
- Resolves exam challenges submitted by candidates, however, decision rationale is confidential and not shared with candidates

Proctors

- Shall keep emails containing passwords to electronic exams secure until exams are taken. Passwords are nullified by the AMS System when electronic exams are completed
- Shall keep sealed envelopes containing exams secure until exams are taken
- Shall supply scratch paper as necessary. One piece of scratch paper per candidate is sufficient
- Shall practice good exam security
 - Candidates should not be permitted to leave the exam room for any reason once the exam has started*
 - Candidates should not be permitted to use cell phones or photographic equipment during exams
 - Ensuring no other programs are open on device when exam is taken electronically

**Allowing candidates to leave the room during the exam for bathroom breaks or other reasons could compromise good exam security by introducing the opportunity for cheating or theft of exam item information.*

Candidates

- Shall sign a non-disclosure agreement prior to taking an exam
- Shall not discuss any exam items with any person other than the Director of Exams, if necessary
- Shall follow all rules and security precautions as outlined by proctor
- Shall write their name or other identification information on scratch paper
- Shall place all exam materials (exam booklet, answer sheet, scratch paper)* in envelope, seal the envelope and return it to the proctor

**Ripped, torn, damaged or mutilated exam booklets should never be placed in trash at the exam site. All exam materials, regardless of appearance, should be placed by candidate into an envelope, the envelope sealed and given to the Proctor to be returned to the NPMA Staff for proper disposal.*

SMEs and Vendors*

- Protect exams and related development documents by accessing and storing documents on the secured, password-protected Basecamp database computer system
- Ensure exams and/or development documents are never downloaded to personal or company computers

**SMEs may include, but are not limited to, item writers, reviewers and graders. Vendors may include, but are not limited to, certification program psychometricians and accreditation consultants.*

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CHAPTER 13 – PANEL COMPOSITION

[SME Panel Characteristics](#)

[SME Panel Qualifications](#)

[SME Panel Responsibilities](#)

Subject Matter Experts (SMEs) are impaneled and work with the CGB to ensure requirements for certification are fair, that they represent appropriate rigor and that a minimum level of individual professional competency is established to meet the responsibilities of the property/asset management profession. SME input is essential in the development of quality content and maintaining a gold star standard certification program. SME panel meetings are documented and work products are securely maintained on the limited-access, password-secured Basecamp database computer system.

SME PANEL CHARACTERISTICS

Characteristics for SME panels may include but are not limited to the following. SMEs:

- Have attained some level of NPMA certification
- Are willing to work with other panel members to achieve the panel goal
- Have a wide, varied breadth of knowledge and experience in the property/asset management profession
- Adhere to all Certification Program policies and procedures
- May serve on multiple panels so long as there are no conflicts of interest
- Step down from the panel when they are no longer able to commit the time necessary to work on the Certification Program

SME PANEL QUALIFICATIONS

- SMEs shall be certified with a broad range of knowledge and experience in property/asset management profession
- SMEs provide representation of diverse disciplines, geographies, and organizations in property/asset management
- SMEs may have experience in exam development activities and should be able to provide insight and guidance in activities such as: job analysis, standard setting, item writing, reviewing and grading
- SMEs must be able to commit to time for training, meetings, review of data and work to complete the panel goals

SME PANEL RESPONSIBILITIES

SME panel responsibilities may include, but are not limited to:

- Attend and participate in all scheduled panel meetings
- Complete work tasks as assigned in a timely manner
- Review Job Task Survey data and evaluate data
- Create knowledge statements and task domains
- Define the minimally qualified candidate

- Develop exam blueprints and domain weights
- Create and review exam items and forms
- Perform standard setting study and establish pass/fail scores
- Grade/score CPPM exam (must have CPPM credential) [Return to top](#)
- Maintain security of all certification program materials as directed
- Notify Director of Exams and step down from panel work when no longer able to commit to the work involved

All SME panels, regardless of topic, will be documented as to discussion and panel recommendations. Documentation will be electronically maintained on the BaseCamp secure data base indefinitely.

CHAPTER 14 – JOB TASK ANALYSIS

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[Domains](#)

[Validation and Exam Blueprint](#)

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JOB TASK ANALYSIS

The Job Task Analysis (JTA) is the starting point for a well-defined, solidly laid-out and effectively executed certification program. The purpose of the JTA is to update the exam blueprints to accurately reflect the job tasks of the CPPS, the CPPA and the CPPM and will highlight the competencies of the minimally qualified candidate which are broken into knowledge, skill and ability. The JTA results and analysis are used to establish examination validity and must be conducted under the guidance of trained psychometricians. Psychometricians must be competent in the areas of psychometric consultation, advanced psychometric analysis, test development and CertMetrics™ Credential Management.

There are typically five steps in a certification-oriented JTA:

1. Subject Matter Experts (SMEs) identify the job tasks or other activities within the domain which are performed by property/asset professionals. SMEs will also define possible items for exam content (knowledge, skills, and abilities)
2. A survey questionnaire using the domain tasks developed by SMEs is created
3. The population to receive the survey is defined (individuals who have already achieved some level of NPMA certification)
4. Survey respondents will rate each task-oriented item according to how often the task is performed and how important the task is in relation to being a competent professional at a specific certification level
5. Survey result data is analyzed to determine the relative importance of each task

After the survey is conducted and the results analyzed, the results and supporting data are compiled by psychometricians and delivered in the form of a report. The report describes the methods, results, and outcomes of the job task analysis study. The report also includes back-up documentation for each element and sufficient information to justify the study's findings and conclusions.

DOMAINS

The CPPS JTA study resulted in seven domains, 23 subdomains, and 89 job tasks for the CPPS assessment, accompanied by 166 knowledge statements. The seven domains are: Property

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Management, Accountability, Records, Property Accounting, Inventory Management, Life Cycle Management and Disposition. All subdomains and job tasks are related to the seven domains and are tasks the minimally qualified CPPS candidate would be expected to complete on their own or with little assistance.

The CPPA JTA study resulted in eight domains, 28 subdomains, and 132 job tasks for the CPPA assessment, accompanied by 194 knowledge statements. The eight domains are: Property Management, Accountability, Records, Property Accounting, Inventory Management, Life Cycle Management, Import/Export Control and Disposition. All subdomains and job tasks are related to the eight domains and are tasks the minimally qualified CPPA candidate would be expected to complete on their own or with little assistance.

The CPPM JTA study resulted in eight domains, 27 subdomains, and 90 job tasks for the CPPM assessment, accompanied by 187 knowledge statements. The eight domains are: Property Management, Accountability, Records, Property Accounting, Inventory Management, Life Cycle Management, Import/Export Control and Disposition. All subdomains and job tasks are related to the eight domains and are tasks the minimally qualified CPPM candidate would be expected to complete on their own or with little assistance.

VALIDATION AND EXAM BLUEPRINT

Test development follows a series of inter-related processes that revolve around the central concept of validity. Two foundational elements of best practice include (1) sampling of the content domain and (2) definition of the content to include in test items. These elements are captured by analyzing the content domain and then developing a test blueprint. The knowledge, skills, and abilities identified throughout these steps provide the content specification for the CPPS/CPPA/CPPM examinations.

A blueprint survey was conducted electronically by a psychometrician and was based on the list of domains, subdomains, objectives and knowledge statements reviewed during the JTA study meetings. The results of the blueprint survey were reviewed to finalize the test specifications, including the domains, subdomains, objectives, knowledge statements and weights within the blueprint.

Following the Blueprint Survey, the results from the blueprint survey were reviewed and SMEs individually provided their recommendations on the amount of weight each of the domains of the blueprint should hold in relationship to the entire exam. Based on combined SME domain weight recommendations, a final recommendation for the tasks, knowledge statements, and weights for the exam blueprints were completed. Blueprint recommendations were forwarded to the CGB for vote and were approved.

METHODS, RESULTS AND OUTCOMES

NPMA contracted with Alpine Testing Solutions, Inc. to facilitate a JTA for the CPPS, CPPA and CPPM. In January 2016, using a multi-method approach, psychometricians from Alpine lead NPMA SMEs through the JTA process. The resulting reports provided by Alpine of the JTA conducted, describe the methods, results, and outcomes of the three JTA studies. (CPPS, CPPA and

CPPM) The reports include documentation for each element and sufficient information to justify the studies' findings and conclusions.

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FREQUENCY

The Property/Asset Management profession does not change often or quickly, and it is primarily regulated by governmental laws, rules and regulations, which tend to experience only nominal changes within a five-year period. Therefore, NPMA has determined that conducting a new Job Task Analysis every 8-10 years is sufficient to keep up to date with the changes to the Property/Asset Management profession.

CHAPTER 15- EXAMINATION SPECIFICATIONS

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OBJECTIVES

NPMA certification is the key to enhancing professional stature. The primary objective of the certification exams is to demonstrate the cognitive skills and competencies of the minimally qualified candidate at each of the three NPMA levels of certification: CPPS, CPPA and CPPM.

The CPPS and CPPA exams consist of multiple choice questions. Multiple choice questions provide greater coverage of material, allow for a wide range of difficulty and can easily diagnose a candidate's difficulty with certain concepts.

The CPPM exam is a situational judgment, short-answer exam meant to test the candidate's cognitive and problem solving skills. As an assessment tool, short-answer items provide a more realistic approach to problem solving and more generalizable tasks for testing. Situational short-answer items make it difficult for candidates to guess at the correct answers and require candidates to demonstrate their writing skills, including correct spelling and grammar usage.

CRITICAL ELEMENTS

Critical elements in the development of the NPMA certification exams must follow psychometric standards. Critical elements include:

1. Scoring

The scoring method used for the CPPS and CPPA multiple choice exams is single, best-answer.

The scoring method used for the situational judgment short-answer questions for the CPPM exam is the analytic approach. This involves anonymous grading by 2, sometimes 3, different individuals which takes considerably more time and effort to be consistent across candidate responses. The analytic method uses a developed list of major elements which candidates are expected to include in the ideal answer.

For the CPPM exam, several guidelines were considered with respect to the scoring of a situational judgment exam:

- A scoring rubric with model or expected answers was developed
- All graders were well trained [Return to top](#)
- Two independent graders score the same exam anonymously without knowing the candidate's identity. Scoring responses anonymously avoids any bias resulting from familiarity with candidates and their previous work.
- Any items/answers that have grader scores differing by more than 1 point are reviewed by a third, independent, anonymous grader/judge for arbitration
- Candidates are provided with feedback to ascertain strengths and weaknesses

2. Standard Setting

Standard setting is a process used to determine how a candidate with the minimum knowledge, skills, and abilities (the minimally qualified candidate) will perform on an exam. The standard setting process for the CPPS, CPPA and CPPM exams was performed by SMEs and was conducted by psychometricians from Alpine. During the standard setting process a recommended passing score for each exam was generated. The recommended passing scores for each exam were presented to the CGB and the recommended scores were accepted and approved. The passing score is the exam score that each candidate must achieve to satisfy the exam component of the credentialing process and is the NPMA performance standard.

3. Equivalence

Psychometricians strive to achieve development of a fair assessment program. The term fairness indicates evidence that every candidate has an equal opportunity for a successful outcome regardless of when or where the exam is taken, or which version of the exam is taken. Therefore, statistical equating is conducted for new exams. Likewise, NPMA strives to ensure that the certification program is fair in its assessment of all candidates.

4. Continued Relevant Competences

- The CGB works to ensure that all forms of exams that are developed over time continue to assess relevant competencies of the property/asset management profession
- The Director of Exams conducts annual quality reviews of each of the three certification level exams
- NPMA has conducted membership surveys over the past several years to monitor changes to the tasks, (frequency and importance) performed by property/asset management professionals

WEIGHTING

Each of the domains for the CPPS, CPPA and CPPM level exams are weighted by SMEs according to the importance and frequency of the tasks performed in the domain. Domain weights are used to determine each exam blueprint. Exam blueprints are given to the CGB for acceptance and approval. Exam blueprints are then used to construct each exam in the certification program. Weighting each domain ensures that the minimally qualified candidate is competent in the knowledge, skills and abilities performed for each certification level.

CHAPTER 16 – EXAMINATION DEVELOPMENT

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DEVELOPMENT PLAN

Psychometricians from Alpine developed and delivered the “Item Writing Style Guide for NPMA” which covers writing multiple choice questions and answers, as well as constructed response items for the situational judgment CPPM exam.

NPMA SMEs worked with psychometricians, from Alpine to develop the JTA. The JTA established the exam content at a high level. From there, SME’s determined the minimally qualified candidates (MQC) for the CPPS, CPPA and the CPPM. Once MQC’s were determined, psychometricians and NPMA SMEs wrote the Test Development Document (TDD) for each of the certification level exams. The Test Development Document identified the test specifications.

Test development followed a series of inter-related processes that revolved around the central concept of validity. Two foundational elements of best practice include:

- sampling of the content domain
- definition of the content to include in test items

These elements were captured by analyzing the content domains and then used to develop a test blueprint. Test specifications usually include a test description component and a test blueprint component. Components of the Test Specifications include:

Test Description

The test description component is to guide the SME’s through the remaining steps in the test development process. The test description indicates:

- who will be tested
- how candidates will be tested
- the purpose of the exam
- overall exam length and time limit
- how exams will be scored

Test Blueprint

The content areas listed in the test blueprint are drawn directly from the results of the JTA. These content areas comprise the knowledge, skills, and abilities that have been determined by NPMA SMEs to be the essential elements of competency. In addition to the listing of content areas, the test blueprint contains the proportion (number) of items that are to be included on each test form for each content area. These proportions reflect the relative importance of each content area to competency. The test blueprint is used to guide and target item writing and exam form assembly.

FORM INTEGRITY

Item writing

A team of NPMA SMEs was impaneled to write, review and grade (for CPPM only) exam items. SMEs must have already successfully achieved, at least, the credential for which they write exam items. For example, an SME with a CPPS credential may only participate on the CPPS item writing panel. An SME with a CPPM credential may participate on all item writing panels. SME item writers were trained in the nuances and best practices of clear and concise item writing. During the [Return to top](#) item writing and reviewing process, exam items were stored electronically on Basecamp. Basecamp is a secure, password-protected software application used for this purpose.

Item types were determined. The CPPS and CPPA exams both contain only multiple choice items. The CPPM exam contains only situational judgment scenarios and related short answer items. NPMA certification exams do not include items that are intentionally tricky. Items are straight forward, clear and concise. MQCs should be able to answer an item correctly if they possess the skills, knowledge and abilities required.

Item Review

A second panel of NPMA SMEs and psychometricians reviewed all exam items. Items were reviewed for spelling, grammar, punctuation, clarity, conciseness and validity. The exam forms were assembled in accordance with exam blueprints. The SME review team then reviewed exam forms again. SMEs also review items/forms for fairness, to ensure that items will not likely disadvantage any candidate subgroup. Items/forms were reviewed to ensure that they matched test specifications and were written at an appropriate readability level. This review process is valuable for identifying problems, which may then be corrected before the items/forms are issued to the field.

ALL NPMA certification exams went through this very rigorous writing/review process prior to release. NPMA is confident that all exam items are well written and give every candidate the same opportunity for success.

VALIDITY

The CPPS and CPPA exams contain multiple choice questions only. Each question has only one correct answer. Exams are scored electronically.

The CPPM is a constructed response, situational judgment exam. Scoring rubrics were developed for the situational judgment exam, CPPM, to ensure validity across exam forms. The CPPM scoring rubrics were developed through a series of Standard Setting Studies.

NPMA SME graders who are well qualified and well trained score CPPM exams. CPPM graders are required to be a CPPM, submit a CPPM Grader Application that details experience with item writing/reviewing/grading as well as property management experience and they must complete training prior to being accepted as a CPPM Grader.

CHAPTER 17 – STANDARD SETTING

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PERFORMANCE STANDARDS

Alpine psychometricians worked with NPMA SMEs to perform standard setting studies for the CPPS, CPPA and CPPM certification exams. In order to protect the anonymity of the SME panel and preserve the integrity of the certification process, NPMA considers the subsequent Standard [Return to top](#) Setting Report written by Alpine, Inc. to be confidential. The report documents the Standard Setting sessions in sufficient detail to allow for replication, including descriptions of the procedures followed, results, and appropriate interpretations.

The standard setting studies conducted by Alpine and NPMA SMEs used the modified Angoff standard setting methodology. The Angoff methodology is one of the most popular and most often used methods in licensure and certification testing.

The process included the following:

- A diverse group of SMEs was selected to be raters (diverse in experience, background, specialty and geography)
- SMEs took the actual exam being studied in order to calculate an average score. This step increases the defensibility of the recommended cut score
- SMEs rated (would an MQC likely answer the question correctly) each of the exam items – round 1
- Discussion of the characteristics of a MQC by psychometrician and SMEs.
- SME rated each of the exam items again keeping the MQC discussion in mind – round 2
- SME ratings were entered into a spreadsheet to calculate the standard deviation
- A recommended cut score was determined*

The standard setting studies established a recommended cut score for each of the exams. Cut score refers to the lowest possible score on an exam that a candidate can score to pass the exam. The recommended cut scores were given to the CGB for approval. The recommended cut scores were accepted and approved by the CGB.

**For more information on actual cut Scores, see Chapter 6 of this document.*

INTERPRETING RESULTS

Ideally, the SME scores for each exam item should be the same or within a close, defined range (10%). The mean of the SME scores was calculated for each item, the mean numbers were added together and then divided by the total number of items in the exam to get the cut percentage. The percentage of the total means for the exam indicates the recommended cut score.

When the SME scores are not unanimous, the team of SMEs will enter discussion to assess how each came to their decision in an effort to come to an agreement. The Angoff score is then recalculated based on the new set of SME scores. This process may be repeated as many discussion/scoring rounds as necessary until the scores are within the defined range.

FREQUENCY

A new Standard Setting Study is conducted in conjunction with each new Job Task Analysis. NPMA has determined that conducting a new Job Task Analysis every 8-10 years is sufficient to keep up to date with the changes to the Asset/Property Management profession.

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CHAPTER 18 – EXAMINATION ADMINISTRATION

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ADMINISTRATION PROCEDURES

NPMA has policies in place that specifically pertain to the secure storage, conveyance and disposal of all NPMA Certification exams. All persons in the exam administration process, including: NPMA Staff, Proctors and candidates, are charged with the responsibility of adequately securing exams and passwords while in their possession. Exam integrity is vital to the efficient and effective operation of the NPMA Certification Program and procedural breaks will not be tolerated.

Adherence to these procedures will ensure every candidate has the same opportunity to successfully demonstrate their skills, abilities and competence.

For specific guidance of exam administration functions, refer to the following chapters of this document:

- Secure storage of exams – Chapter 9
- Conveyance of exams – Chapter 6
- Disposal of exams – Chapter 9
- Access to exams – Chapter 10
- Security of exams – Chapter 12
- Disciplinary procedure for procedural infractions – Chapter 18
- Proctor responsibilities for exams – Appendix C -NPMA Proctor's Manual

PROCTORS

Proctors must hold a current Certified Professional Property Manager (CPPM) credential or must be an otherwise NPMA approved Proctor. As CPPM certificants have been through and understand the certification process, NPMA believes that the requirement for proctors to possess a current CPPM credential eliminates some potential conflict of interest issues and strengthens the security and integrity of the Certification Program. In those geographical areas where CPPM certificants are not available, a non-CPPM proctor (HR, training etc., not in property department or candidate's line of supervision) would be an acceptable alternative.

Proctors are approved volunteers who choose to serve the NPMA Certification Program and they are in no way compensated for their service.

Proctors shall:

- Review the Proctor's Manual and sign the Ethics Agreement annually
- Non-CPPM proctors who serve only one time, will initially sign the Ethics Agreement (not Annually)
- Adhere to all instructions set forth in the Proctor's Manual**

- Adhere to the Principles of Ethics for Proctors (see below)
- Ensure any candidate requested special needs accommodations are satisfactorily met
- Treat all candidates with respect and professionalism
- Ensure candidates have an adequate location to take exams [Return to top](#)
- Recuse themselves from any potential conflict of interest
- Report all procedural violations and irregular incidents during exam administration to NPMA Staff

Violations of the NPMA Proctor responsibilities contained in the NPMA Proctor's Manual may result in disciplinary actions ranging from a written warning to permanent removal as a proctor. Violations will be referred to the CGB Disciplinary, Ethics and Appeals Committee for appropriate action.

***For further information regarding proctor duties and responsibilities, see the NPMA Proctor's Manual at Appendix C of this document.*

Principles of Ethics for Proctors

Acts of falsification, misrepresentation, or deception are not tolerated. Acts of dishonesty include, but are not limited to, the following: cheating, fabricating data, facilitating another member's act of dishonesty, i.e., taking an exam for another member; or using technology to disseminate exam questions and answers.

In support of the NPMA Certification Program and the property profession which it represents, the following principles of professional ethics apply:

- Create and maintain fair, ethical, and clearly stated practices
- Accurately and fairly represent the profession and its services
- Ensure proper and ethical administration of the Certification Program
- Embrace self-regulation, which is inherent to the certification process
- Demonstrate a commitment to the people served by the profession

COMPLIANCE

Disciplinary Policy and Procedures

NPMA holds its certification program to a very high standard of integrity. Ethical violations or criminal acts bring discredit to the NPMA Certification Program and the property profession and will not be tolerated. Should an ethical infraction or violation occur, the incident will be referred to the CGB Disciplinary, Ethics and Appeals Committee for review and determination of what, if any, action is to be taken. Any person(s) involved in the infraction will be permitted to submit a written appeal with substantiating documentation to the CGB Disciplinary, Ethics and Appeals Committee.

Candidate ethical infractions/violations may include, but are not limited to:

- Falsifying application data
- Cheating
- Altering, defacing or destroying exam data
- Disseminating exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Proctor ethical infractions/violations may include, but are not limited to:

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- Not reporting/recusal potential conflicts of interest
- Providing exam assistance to candidate(s)
- Cheating or facilitating cheating by candidate(s)
- Falsifying proctor application data
- Not reporting or misrepresenting irregular incidents during exam administration
- Disseminating exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Certificant ethical infractions/violations may include, but are not limited to:

- Providing exam assistance to a candidate
- Facilitating cheating by a candidate
- Misrepresentation of Subject Matter Expert data
- Altering, defacing or destroying exam data
- Dissemination of exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Ethical infractions/violations should be reported to NPMA Staff or the VP of Certification. The incident will be written up by the VP of Certification and will include all the available details, without the personal information of the person(s) involved. The incident report and any substantiating documentation will be forwarded to the CGB Director of Rules and Ethics for review by the CGB Disciplinary, Ethics and Appeals Committee. The CGB Disciplinary, Ethics and Appeals Committee will determine what, if any, action is to be taken.

Disciplinary actions may include, but are not limited to:

- A written warning to the person(s) involved
- Revocation of Proctor status
- Delayed eligibility to take certification exam(s)
- Permanent ineligibility to take certification exam(s)
- Revocation of certification credential
- Results may be provided to the NPMA Executive Board

CHAPTER 19 – SCORING AND SCORE REPORTING

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[Adverse Decisions](#)

EXAM FORMAT

The CPPS and CPPA level certification exams each consist of two (2) module exams. Exam scoring is based on 50, multiple choice questions per module exam. Correct answers are worth one (1) point each.* Exams may be taken in either written or electronic format and candidates have 90

minutes to complete each exam. There is no added benefit or advantage to taking exams in either format.

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The CPPM exam is a situational judgment, short answer exam. The exam is comprised of property management scenarios with a series of related questions following each scenario. Answers are expected to be short, specific answers, not essays. Scoring is based on the answers given to three (3) scenarios and related questions. The exam may be taken in either written or electronic format and candidates have 4 hours to complete the exam. There is no added benefit or advantage to taking the exam in either format.

**For further information regarding exam scoring and passing scores, see Chapter 6 of this document.*

RATER RELIABILITY

The NPMA Certification exams are not performance exams, wherein candidates are required to perform a specific function, such as demonstrate the ability to efficiently and correctly change an automobile tire. Rather, NPMA Certification exams are written (or electronic) exams that test the candidates' knowledge in the field of professional property/asset management. In addition to a broad based knowledge, the CPPM exam is intended to test the candidates' critical thinking and problem solving skills.

The CPPS and CPPA exams are scored electronically and therefore, rater reliability is not an issue. The CPPM exam is a Situational Judgment exam and is independently scored by two anonymous judges. The judges do not receive candidates' name or other personal information. The scores are returned to NPMA Staff for verification. Should a question have a difference in score of more than one point (by the two judges) the exam is sent to a third independent, anonymous judge for adjudication. Candidates can be assured that all exam judges have received training and understand the importance of exam scoring. It is NPMA's intent that all CPPM exams receive fair and reliable scoring across the board.

COMMUNICATING PERFORMANCE

CPPS and CPPA candidates will receive exam score notification, which includes a score report, within 2-3 business days via email. CPPM candidates will receive exam score notification within 4-6 weeks via email. Candidates' NPMA profiles are also updated to reflect exam success and scores.

Unsuccessful candidates are given encouragement to continue to study, study tips and information regarding when and how exams may be re-ordered.

ADVERSE DECISIONS

Examination Appeals

Complaints or appeals regarding the exam itself may be submitted in writing, (email is acceptable) prior to taking the exam and up to thirty (30) days after exam administration. Written appeals must be submitted with supporting documentation or evidence to the NPMA VP of Certification. The burden of proof is borne by the candidate. The appeal and supporting documentation will be passed to the CGB Director of Exams for review and determination. The CGB Director of Exams will provide a written decision to the NPMA VP of Certification to provide the decision to the appellant.

The decision of the CGB Director of Exams is final. Complaints or appeals regarding the exam itself will not be considered thirty-one (31) days or later after exam administration.

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There is a thorough review and analysis of each question during the exam construction phase, and as such, there are no appeal procedures to challenge individual exam questions or answers. Because of the secure nature of exams, NPMA will not disclose examination questions. Candidates' responses to particular test questions (correct or not correct) will not be disclosed.

Exam Score Appeals

In order to appeal an exam score, candidates must submit a written request to NPMA Staff within 30 days of receiving exam results. The NPMA Staff will forward the appeal to the CGB Director of Exams. Appeals will be handled on a case by case basis. Adjustments may be made pending resolution of the investigation. The CGB Director of Exams will provide a written decision to the NPMA Staff to provide the decision to the appellant. The decision of the CGB Director of Exams is final.

CHAPTER 20 – RELIABILITY

[Reliability](#)

[Pass/Fail](#)

RELIABILITY

NPMA and the CGB contracted with a company employing Psychometricians to conduct a Health Check for all certification exams one year after the exams had been released for use. Reliability, decision consistency and standard errors of measurement statistics were computed for all certification exams as a part of the Health Check. The most recent study conducted by Alpine Testing Solutions, Inc. (Alpine) provided a report on the health of each level of certification exams. Poor performing items, as well as those items performing too well will be replaced. This cycle of exam administration and Health Check will continue for all three certification levels until the next JTA and new exam blueprints are written.

PASS/FAIL

In the certification exam Health Check reports submitted by Alpine, it was concluded that the Module 1 – 3 exams and the CPPM exam are in an acceptable range in terms of the pass/fail rate. These exams match the blueprints and have acceptable reliability and decision consistency. The Module 4 exam currently has a very high pass rate. Although the exam does match the blueprint, the high pass rate could be an indication that the exam is too easy for the minimally qualified CPPA candidate. NPMA will continue to write and introduce new items for the Module 4 exam.

All certification exams will continue the administration, Health Check, analysis, revision cycle until the next JTA.

CHAPTER 21 – EXAMINATION SCORE EQUATING

[Content Specifications](#)

[Statistical Equating](#)
[Languages](#)
[Subjective Scoring](#)

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CONTENT SPECIFICATIONS

NPMA administers five certification exams. They are: CPPS (Module I and Module II), CPPA (Module III and Module IV) and the CPPM exam. All five exams meet the content specifications blueprint at the domain and the subdomain levels derived from the JTA. Currently, there is only one form for each exam. Additional items will be written, edited and psychometrically reviewed so that additional forms may be created.

STATISTICAL EQUATING

Currently, each certification exam administered has only one form so equating is not relevant. However, additional items are being written and reviewed with the intent of new form creation.

There are two methods generally used for the equating of exam forms.

Method 1

Unscored items can be administered, along with the current form, to allow for data collection from approximately 200 candidates. Then a new set of unscored items could be administered, along with the current form. This could continue for some period of time to create a small pool of unscored items. The unscored items will include different areas of the blueprint to avoid a disproportionate number of items being administered in one content area.

After analyzing the statistical performance of these unscored items, those approved for future use will be used to assemble a second form of the certification exam. There will be a significant number of items in common between Form 1 (the base form) and Form 2 (the new form). The exact overlap between the forms will be dependent upon the number of unscored items that are approved for future use. The items that overlap or are in common across the base form and the new form will be proportional in terms of the blueprint such that the items will represent the content of the certification exam.

The collection of data from 200 candidates or more for each new item will permit NPMA to have a psychometrician equate the new form to the base form using psychometric best practices. Equating will be done at the module level, meaning the new form of Module 1, Module 2, Module 3 and Module 4 will be equated to the base form. If this equating approach is utilized, the Rasch model will be used to support equating of additional forms. More specifically, a psychometrician will calibrate the base items onto the logit scale, check for model fit, calculate the Rasch ability measure associated with the raw passing score for each module on each form, then calibrate all unscored items onto the scale. Once the calibrated scale is established, the psychometrician will be able to pre-equate the scores on the new form so that the passing score for both modules is established prior to administration of the new form.

This method will likely be used to support new form creation for the CPPS certification, as the required number of exam administrations will be met.

Method 2

With this approach, item development of items for future forms will be done in a thoughtful and careful manner to generate items that are as equivalent as possible to those on the current form. In this way, equating is based on development activities rather than a statistical method.

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This approach may be more realistic for the CPPA given the relatively small volume of exam administrations. Because of the relatively small volume for CPPM, pre-equating will likely be conducted with classical test theory methods. Various methods, including equipercentile equating, will be evaluated based on the specifics of the program and the data available at the time of equating.

LANGUAGES

NPMA Certification Exams are administered in English only and are not adapted across any other language.

SUBJECTIVE SCORING

The CPPS and CPPA Module exams are not scored subjectively.

The scoring of the CPPM exam was considered across raters and items to assess the interrater reliability. Overall, across the scored and pilot questions for CPPM, adjudication of scores is required for 13% of responses.

In an effort to continually improve, NPMA will review the raters and questions with the highest rates of adjudication. NPMA will consider additional training to raters, and rubric adjustments in an effort to increase agreement. Inter-rater agreement rates will continue to be monitored over time in order to both maintain and improve the quality of the scoring provided.

CHAPTER 22 – MAINTAINING CERTIFICATION

[Expiration Date](#)

[Recertification Requirements](#)

[Continuing Competence](#)

[Emeritus Status](#)

EXPIRATION DATE

The NPMA Property Management certification credentials (CPPS, CPPA, and CPPM) are valid for five years. It is important that all certificants stay current with the regulations, knowledge, and industry-leading practices that govern the asset/property management profession. NPMA requires certificants to maintain competence through education, contributions to, and continued work in, the field of professional asset/property management. Individuals who are certified may be notified via email when the certification renewal is due; however, it is the certificant's responsibility to keep up with expiration dates and renewal requirements.

Grace Period

The best time to submit a certification renewal application and supporting documentation is 90-30 days prior to expiration date. The credential expiration date may be found on the certificate (CPPS, CPPA or CPPM) received from NPMA, and in the certificant's profile at www.npma.org/myprofile. The following allowances are offered by way of grace once the credential has expired:

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- 30 days from the expiration date with no penalties or additional fees
- 90 days from initial grace period (120 days from expiration date) with a late fee penalty
- 121+ days from expiration, certificant will be required to retake the certification exam to maintain the credential

RECERTIFICATION REQUIREMENTS

Rationale for Recertification Interval

The CGB has determined the appropriate interval for recertification to be five-years. Asset/Property Management is a very integral function in efficient and effective business operations. The property profession is regulated by Federal Regulations, Executive Orders, State and Local Government Regulations and OMB Circulars. These rules and regulations are very slow to change. The CGB has determined that it is reasonable to expect certified professionals to obtain relevant information through professional development activities and continuing education regarding the changes in laws and industry-leading practices. It is the certified professional's obligation to actively participate in the ongoing processes of continued development. Continuing education is beneficial not only to the individual, but also to the business they serve, the property profession, and the public interest.

Continued Monitoring for Changes in Relevant Knowledge and Skills in Asset Management

The JTA* is the best tool for the CGB to monitor for changes in the tasks and knowledge of the Asset/Property Management profession. A new JTA, and associated reviews, is conducted every 8 – 10 years. The purpose of the JTA is to update the exam blueprints to ensure the job tasks of the CPPS, the CPPA and the CPPM are accurately reflected. The JTA will also highlight the competencies of the minimally qualified candidate which are broken into knowledge, skill and ability. The JTA results and analysis are used to establish examination validity and must be conducted under the guidance of trained psychometricians. Psychometricians must be competent in the areas of psychometric consultation, advanced psychometric analysis, test development and Credential Management.

NPMA also periodically conducts membership surveys which monitor changes to the Asset/Property Management profession. These surveys are extensive and evaluate many aspects in the status of Asset/Property Management Professionals. From this information the VP of Certification shall convey to the CGB notable profession changes.

Example questions from the membership survey are:

- *What is the primary focus of your current position*
- *What is the scope of your responsibility*
- *What are your supervisory responsibilities*
- *What industry or job-related issues are of most concern to you currently*

All NPMA members and non-member certificants are invited and encouraged to participate in the membership survey each time it is released.

**For more information on the JTA, see Chapter 14 of this document.*

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CONTINUING COMPETENCE

NPMA defines continuing competence as participating in one or more of the following activities after initial certification:

- service to the Asset/Property Management profession
- attending profession related educational events
- research and author profession related papers or articles
- actively participate in a leadership council which sets profession related policy and procedure

Recertification Qualifying Criteria

Certification renewal applicants must document professional development activities and CEUs on the Certification Renewal Application. This Application requires actual proof of the events and/or signatory confirmation that the applicant did complete the event as reported.

There are eight, optional, qualifying criteria for certification renewal. Applicants for renewal must meet three of the qualifying criteria. The qualifying criteria to have been completed over the course of the previous 5-year period are:

- Participated as an instructor or speaker in a property management program, training or meeting
- Attended two property management educational functions (training, conference, seminar)
- Attained 120 CEUs (continuing education units)
- Completed five property management related webinars or on-line training sessions
- Authored or co-authored a presentation, paper, thesis or article about property management either published or electronic
- Actively participated in a property council or a consensus-based standards association
- Served as an Officer or a Committee Member of a property association at the Chapter, Regional, National or International level
- Worked in or supervised property-related positions during the past five years

Additional information on certification renewal and the qualifying criteria are included on the Certification renewal application, which may be found at Appendix I of this document.

Certification Renewal Application Processing

The completed Certification Renewal Application and a processing fee must be submitted to the NPMA National Office for approval and processing prior to the certification expiration date. The application is processed as follows:

- NPMA Staff notifies the NPMA VP of Certification there is an application for renewal ready for review.
- NPMA VP of Certification, or a designated review team, reviews the application and supporting documentation for validity and completeness.
- The NPMA Staff is notified the application is either accepted or rejected.

- NPMA Staff notifies the applicant of the review outcome and instructs applicant how to complete the process.
- If the application is accepted, applicant will receive a new certification expiration date. [Return to top](#)
- If the application is rejected, applicant will receive information regarding any issues. If the issue can be resolved at the staff level, the VP of certification will make a determination and NPMA Staff will document the result in the Certificant's records and so notify the certificant.

Adverse Decisions

Appeals regarding recertification eligibility or status must be submitted in writing to the VP of Certification within thirty (30) calendar days after notification of the adverse decision. The certificant must submit the appeal in writing (email is acceptable), and explain in detail:

- The nature of the request and the specific facts and circumstances supporting the request, and
- All reasons why the action or decision should be changed or modified

If the issue cannot be resolved by the VP of Certification, it will be referred to the CGB Disciplinary, Ethics and Appeals Committee.

Late renewals or rejected applications may be appealed to the CGB Disciplinary, Ethics and Appeals Committee. The CGB Disciplinary, Ethics and Appeals Committee will review and rule on the appeal within thirty (30) days of receipt. All decisions made by the CGB Disciplinary, Ethics and Appeals Committee are final.

EMERITUS STATUS

NPMA does not recognize a Certification Emeritus status. To maintain certification credentials, the certificant must comply with the renewal requirements listed above.

CHAPTER 23 – QUALITY ASSURANCE

[Change Management](#)

[Correcting Errors](#)

[Exam Evaluation](#)

[Policy and Procedures](#)

CHANGE MANAGEMENT

Training is provided to all persons involved in the development, administration, maintenance, and governance of the NPMA Certification Program. Training is documented and is critical to ensure:

- a high quality certification program
- consistency
- fairness
- minimal errors

The CGB is responsible for the management of changes and updates to:

- Training (may include psychometric guidance)
- Policy and Procedures (NPMA Certification Program Guide) [Return to top](#)
- Proctor's Manual, Forms and Applications
- Exams (as a result of quality review, Health Check or JTA with psychometric guidance)

Previous versions of the aforementioned documents are electronically archived on the Basecamp secure server. New versions are appropriately titled, numbered and published. Updates are vetted through the CGB for edit and approval prior to publication. CGB meeting minutes and votes are kept on the Basecamp secure server until electronically archived. Archived documents are kept indefinitely and may be recalled as necessary by NPMA Staff.

CORRECTING ERRORS

Certification Program Documents Prior to Publication

Efforts are taken by the CGB to minimize the occurrence of errors throughout the Certification Program. All written documentation supporting the NPMA Certification Program, including but not limited to:

- Certification Exams
- NPMA Certification Program Guide
- Training Documents
- JTA, Standard Setting, Blueprints, TDD (prepared by psychometricians)
- NPMA Proctor's Manual
- Forms and Applications (i.e. Confidentiality Agreements, renewal applications, work summary, etc.)

is reviewed and edited by subject matter experts (SMEs) for content, by psychometricians for content validity and accuracy and by professional editors for spelling, grammar and language usage. Errors may be corrected at any point in the review process.

Certification Program Activities after Publication

Any errors found in written documentation or exams after publication are reported to NPMA Staff. NPMA Staff will coordinate with the appropriate personnel (VP of Certification, CGB Chair, CGB Director of Exams) to ensure errors are corrected.

EXAM EVALUATION

The CGB Director of Exams conducts an annual quality review of exam and exam results to ensure there are no errors in the exams or problems with exam items. If errors are found, they will be investigated and corrected as necessary.

Aggregate examination statistics (including the number of examination candidates, pass/fail rates, and total number of certificants) are made available on the NPMA website. Aggregate examination statistics, studies and reports concerning applicants/certificants contain no information identifiable with any applicant/certificant.

POLICY AND PROCEDURES

The policies and procedures, which govern the NPMA Certification Program, are contained in this [Return to top](#) Guide document and are under the management of the CGB. The CGB is responsible for ensuring the policies and procedures are sound, practical and meet the standards of NCCA accreditation. All the chapters and appendices in this Guide document have been reviewed for accuracy and fairness, edited for errors, spelling and grammar and approved by the CGB. Should an error be found, it may be brought to the attention of the CGB Chair who will ensure the error is corrected.

CHAPTER 24 – MAINTAINING ACCREDITATION

[Annual Submission](#)
[Compliance](#)
[Material Changes](#)

ANNUAL SUBMISSION

Once accreditation has been achieved, NPMA will be required to submit information to NCCA on an annual basis. The requested information will consist of statistics, reports and achievements of the NPMA Certification Program for the previous year. The CGB will be responsible for generating and submitting the annual report to NCCA.

COMPLIANCE

The integrity of the NPMA Certification Program is very important and is the responsibility of all applicants, candidates and certificants. NCCA reserves the right to investigate any suspected breach of integrity in the NPMA Certification Program. This may occasionally require the NPMA Certification Program to be audited. The requested audit will provide documented evidence that the NPMA Certification Program is in compliance with the policies and procedures set forth in this Guide document as well as NCCA certifying standards. Audits may be conducted on site, virtually or by a third party.

The CGB will be responsible for providing interface with NCCA audits and all requested supporting documentation. It is therefore imperative that the policies and procedures as set forth in this Guide document are followed.

MATERIAL CHANGES

Routine changes to the NPMA Certification Program may be reported in the annual reporting submission. However, material changes to the program should be reported to ICE prior to implementation to ensure that NCCA standards are not violated in the implementation process. This may include major changes to:

- Legal Status
- Governance structure
- Purpose, scope or activities of the certification program
- Purpose, scope or objectives of any certification exams
- Exam development, administration or evaluation procedures

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GLOSSARY OF TERMS

AMS	Association Management System which includes the Your Membership database
Applicant	One who applies for certification
Basecamp	Database used by NPMA Staff for secure storage of exam documentation
Candidate	One who has applied and is preparing for certification
Certificant	One who has achieved some level of certification and holds a credential
CGB	Certification Governing Board
Charter	A document outlining the conditions under which an entity is organized, defining its rights and privileges.
CPPA	Certified Professional Property Administrator
CPPM	Certified Professional Property Manager
CPPS	Certified Professional Property Specialist
Credential	Evidence of authority, status – provides the basis for confidence, belief or credit
Cut Score	The lowest possible score to receive to pass a certification exam
EB	Executive Board
EC	Examination Committee
Grandfathering	Granting a credential to an SME who has not met examination requirements
ICE	Institute for Credentialing Excellence
JTA	Job Task Analysis
ME	Meeting Expectations, the Association Management company NPMA contracts with to run the day-to-day administrative functions for NPMA
MOU	Memorandum of Understanding
MQC	Minimally Qualified Candidate
NCCA	National Commission for Certifying Agencies
Non-profit	Not established for the purpose of making a profit
NPMA	National Property Management Association
Psychometrician	An expert, typically with a PhD in psychometrics
Psychometrics	Tests and measures
SmartSheet	Database used by NPMA Staff for secure collection and storage of data
SME	Subject Matter Expert
Stakeholders	Those who have an interest in the NPMA Certification Program
TDD	Test Development Document
Your Membership	Database used by NPMA Staff for secure storage of data

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APPENDICES

Appendix A	<u>CGB Charter</u>
Appendix B	<u>NPMA Certification Program Organizational Chart</u>
Appendix C	<u>Proctor's Manual</u>
Appendix D	<u>Non-Disclosure/Confidentiality Agreement</u>
Appendix E	<u>Candidate Non-Disclosure Form</u>
Appendix F	<u>Work Experience Summary Form</u>
Appendix G	<u>Certification Application Process</u>
Appendix H	<u>Item Writing Style Guide for NPMA</u>
Appendix I	<u>Certification Renewal Form</u>
Appendix J	<u>CGB Disciplinary, Ethics and Appeals Policy</u>
Appendix K	<u>Certification Exam Blueprints</u>

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APPENDIX A

CGB Charter

I. PURPOSE

The National Property Management Association (NPMA) Certification Governing Board (CGB) is a voluntary board formed to manage the NPMA Certification Program.

II. DURATION

The CGB will be a permanent body established to preside over the organizational structure of the NPMA Certification Program.

III. AUTHORITY

The CGB operates under the granted authority of the NPMA National Bylaws. The NPMA Executive Board (EB) provided the NPMA Vice President (VP) of Certification approval to establish the CGB in October 2009. The NPMA VP of Certification is the Liaison between the EB and the CGB.

In accordance with the NPMA by-laws, Article VIII, Section 2, (f), the CGB is granted authority to govern the Certification Program free from undue influence.

A Financial Memorandum of Understanding (MOU) exists between the NPMA Executive Board and the CGB. For details concerning the MOU, see the NPMA Certification Program Guide, Chapter 4.

IV. CGB MEMBERSHIP

The CGB is comprised of NPMA members and non-NPMA (public) members to govern the highest quality certification program for the NPMA.

For details regarding the CGB Governing Structure and Composition see the NPMA Certification Program Guide, Chapter 2. Also, see Appendix B, NPMA Certification Program Organizational Chart.

V. LEADERSHIP, ROLES and RESPONSIBILITIES

The CGB maintains the NPMA Certification Program Guide, which includes, policies and procedures, forms and other pertinent information relevant to the Certification Program.

For detailed Roles and Responsibilities, see the NPMA Certification Program Guide, Chapter 3.

VI. PROCEDURES

The CGB holds regular meetings each month. If special meetings are necessary, the Secretary will [Return to top](#) notify CGB members via email. The Chair will prepare agendas and provide to the Secretary for distribution via email prior to each meeting. The Chair executes all meetings in accordance with Robert's Rules of Order. To constitute a quorum, 51 percent of the board membership must be in attendance. To pass a motion, 51 percent of voting members must vote in the affirmative. The CGB Chair, Vice Chair, or Secretary may call for an electronic or live vote as the situation warrants.

When practical, the CGB will use established Regional or National NPMA gatherings to meet and conduct business.

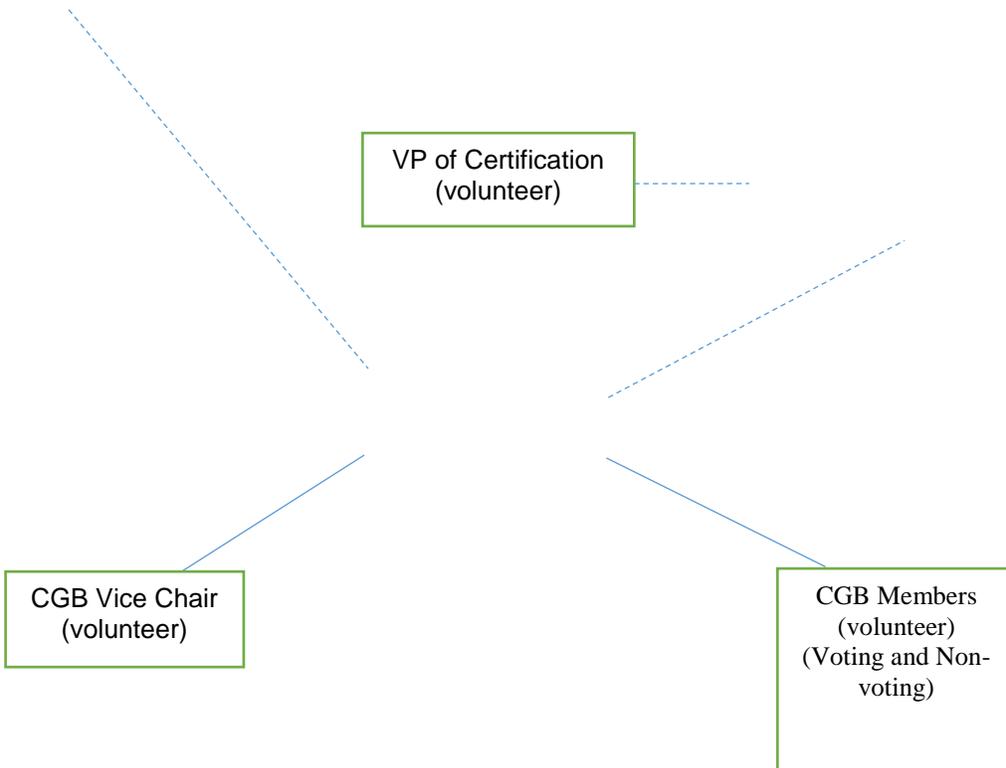
VII. REPORTING

The VP of Certification is the liaison between CGB and EB and will brief the EB as to the progress, areas of discussion or requests for assistance.

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APPENDIX B

NPMA Certification Program Organizational Chart



Explanation: Paid Staff supports both the VP of Certification and the CGB. The VP of Certification is the liaison between NPMA and the CGB Chair. The VP of the Certification is the liaison between Alpine and NPMA and the liaison between Alpine and the CGB.

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APPENDIX C

NPMA Proctor's Manual

Introduction

Message to the Proctor

Thank you for your consideration to take this very important role as a Proctor for the National Property Management Association (NPMA). The responsibilities of the Proctor are critical to the success, credibility and integrity of the NPMA Certification Program.

To ensure security and fairness are maintained, the procedures contained in this manual must be followed. Adherence to procedures will ensure all candidates have an equal opportunity to demonstrate their abilities, knowledge and competence.

The Proctor shall have NO access to confidential information. UNDER NO CIRCUMSTANCES SHOULD PROCTORS OPEN OR TAMPER WITH SEALED ENVELOPES, WHICH CONTAIN NPMA CERTIFICATION EXAMS.

These procedures are necessary to prevent candidates from gaining an unfair advantage over others, and to assist the Proctor in dealing with unusual conditions that may occur during the examination.

The Proctor role in the NPMA program is a highly respected volunteer position. NPMA recognizes the vital role of the Proctor in the certification exam process and appreciates these volunteers for their time and services to the NPMA.

NPMA does not discriminate against candidates based on race, national origin, color, religion, sex, sexual orientation, gender identity, disability (physical or mental), age, status as a parent, marital status, military status, genetic information or any other category protected by federal, state and local laws.

General Exam Information

CPPS

The Certified Professional Property Specialist (CPPS) Certification level examination consists of two (2) 54 question, multiple-choice exams – Module 1 and Module 2. Candidates have 90 minutes to take each exam and may choose to either take them at the same sitting or separately.

CPPA

The Certified Professional Property Administrator (CPPA) Certification level examination consists of two (2) 54 question, multiple choice exams-Module 3 and Module 4. Candidates have 90 minutes to take each exam and may choose to either take them at the same sitting or separately.

CPPM

The Certified Professional Property Manager (CPPM) Certification level examination consists of [Return to top](#)

one situational judgment, short answer exam. Candidates are given 4 property management scenarios and are asked questions related to the given scenario. Candidates have 4 hours to take the exam.

- Candidates have 90 days from the date of issue to complete each exam. For CPPS & CPPA exams, if more than one exam is ordered at the same time, the expiration dates are staggered, beginning with the Module 1 exam.
 - Module Exam I expires in 90 days
 - Module Exam II expires in 180 days
 - Module Exam III expires in 270 days
 - Module Exam IV expires in 360 days
- If the exam has expired, the examinee must contact the NPMA Certification Specialist at NPMA for re-issuance within 30 days of expiration. Re-issuance requests will be handled on a case-by-case basis.
- Each level of examination must be completed prior to taking the next level.
- Exam fees are non-refundable, but exams can be rescheduled. If a candidate must reschedule or cancel an exam, they must contact their Proctor to reschedule. Under certain extenuating circumstances, NPMA may extend the expiration date of the exam. If you need an extension, contact NPMA Staff at certification@npma.org or call (404) 789-3160.

Proctor Qualifications

Only two types of individuals are qualified to be an NPMA proctor:

1. Persons with an active CPPM credential may be approved to proctor all levels of NPMA Property Certification.
 - a. CPPM proctors who allow their certification to lapse are no longer eligible to serve as a Proctor. To reinstate your CPPM credential, see requirements in the NPMA Certification Program Guide.
2. Other persons outside of the area of Property Management, such as, Human Resources, Training, etc., may be approved to proctor all levels of NPMA Property Certification.
 - a. Non-credentialed Proctors will not be eligible to take any NPMA Certification level exams for a period of 10 years after having completed their role as an NPMA proctor.
 - b. Non-credentialed Proctors may serve for one-time or may serve for an extended period of time, proctoring multiple-times for one specific group (i.e. company, corporation, branch of service, etc.) of candidates.

Responsibilities of the Proctor:

- Read and agreed to adhere to procedures outlined in this manual
- Complete on-line Proctor Application and Ethics Agreement
- CPPM Proctors and multi-serve “Other” Proctors (i.e. HR, Training, etc.) annually re-sign Ethics Agreement
- One-time HR Proctors (i.e. HR, Training, etc.) are required to sign an Ethics Agreement one time

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- Receive and secure examinations, written or electronic
- Promptly respond to the candidate when contacted about proctoring an exam
- Report any procedure violations to the NPMA Certification Specialist at NPMA (see Appendix A)
- Conduct the examination according to steps outlined in this Manual
- Ensure that candidate is proctored in accordance with the steps and guidelines contained in this manual with minimal disturbance
- Obtain candidate’s signature on the Non-Disclosure/Confidentiality Agreement received with each exam
- Secure the sealed envelope received from the examinee, containing completed exam and related materials
- Disclose to the NPMA any instances of potential conflicts of interest and be recused when potential conflicts of interest arise
- **Shall not** administer exams to co-workers, staff or team members working in the same line of supervision, to avoid conflict-of-interest
- **Shall not** charge any type of fees for proctoring exams

Receiving Certification Exams and Passwords

Online Exams

- Candidate will receive an e-mail from NPMA Certification Specialist upon purchase, containing:
 - Name of Proctor
 - Exam version, and exam expiration date
 - Instructions for accessing the exam
- Proctor will receive an e-mail from NPMA Certification Specialist containing
 - Name of candidate
 - Exam version, exam expiration date and the exam password
 - Instructions for administering the exam
 - **FOR RETAKES:** Candidates must wait 30-days from unsuccessful exam attempt before retaking a failed exam. It is the Proctors’ responsibility to ensure retake exams are not administered prior to the eligibility date posted on the email received from NPMA.

Security note: Passwords must be protected and secured, from the moment of receipt through exam administration, from loss or unauthorized access. If the exam password is misplaced or compromised, please contact the NPMA Certification Specialist at NPMA immediately (see Appendix A).

It is the candidate's responsibility to purchase their exam and complete the examination prior to the expiration date.

Written Exams

- The Proctor will receive a package via mail courier from NPMA Certification Specialist containing:
 - Written exams, bubble sheet and Non-Disclosure/Confidentiality Agreement in sealed envelope(s) [Return to top](#)
 - **FOR RETAKES:** Candidates must wait 30-days from unsuccessful exam attempt before retaking a failed exam. It is the Proctors' responsibility to ensure retake exams are not administered prior to the eligibility date posted on the email received from NPMA.

Security note: Sealed envelopes containing the certification exam must be protected and secured from the moment of receipt from loss or unauthorized access. Proctors are NOT authorized to open exam envelopes. If the exam is misplaced or compromised, immediately contact the Certification Specialist at NPMA.

Proctors shall return sealed envelopes containing untaken, expired, or completed exams to the NPMA Certification Specialist at NPMA (see Appendix A).

Preparation for Administering the Exam

The following considerations shall be given as to location, conditions and atmosphere during the proctoring of certification exams to ensure fairness and security.

- The exam location should be comfortable for the candidate: temperature, noise level, lighting, access to restroom facilities, and water
- All seating should be adequately space between candidates
- Online Exams – Make sure a computer is available
- Written Exams – Check the expiration date on the sealed envelope
 - **FOR RETAKES:** Candidates must wait 30-days from unsuccessful exam attempt before retaking a failed exam. It is the Proctors' responsibility to ensure retake exams are not administered prior to the eligibility date posted on the email received from NPMA.

If candidate(s) has requested accommodations during the exam application process, in accordance with the Americans with Disabilities Act (ADA), the NPMA Certification Specialist will make all arrangements to meet those needs and provide details to the Proctor in advance of the exam. The Proctor shall ensure that accommodations are available to the candidate(s), and if there are concerns or issues, promptly report them to the facility contact and/or the Certification Specialist at NPMA (see Appendix A).

Administering the Exam

Proctor shall read "Instructions for Proctor" sent by NPMA Certification Specialist.

PROCESSING OF THE CANDIDATES

- Each candidate is required to provide current photo identification (ID) to the Proctor.
- If a candidate reports late with a valid rationale, the Proctor may admit the candidate, providing it is not disruptive to other candidates.

ADMINISTRATION OF EXAMS

- Before the exam begins, candidates should put away all notes, books and electronic equipment (i.e., cell phones, photographic equipment, iPads)
- Interruptions shall be kept to a minimum. Candidates shall remain seated and in the exam area unless there is an emergency situation
- Written Exams – Candidates should document problems with the exam on scrap paper. The scrap paper should be placed in the sealed envelope with the completed exam
- Online Exams – If the candidate sees or has any problems during the exam, they are instructed to send an email to Certification@npma.org.
- Candidates are not to discuss exam questions with anyone
- The Proctor(s) shall be present in the exam area at all times and have clear visibility of all candidates

TEXTBOOKS (electronic or hard copy), NOTES, AND ELECTRONIC EQUIPMENT (i.e., cell phones, photographic equipment, and iPads) ARE NOT ALLOWED DURING THE EXAM

On-line Exams:

- Candidate logs-on NPMA website –
www.npma.org>sign-in>my learning>launch exam
(Ensure correct exam is launched if multiple exams were purchased)
- Provide password to candidate
- Candidate completes Non-Disclosure/Confidentiality Agreement on-line
- Periodically monitor screen to ensure no other programs are opened
- Exams are timed and will be stopped by system. Any unanswered questions will be scored as wrong
- Questions may be skipped and will reappear
- All questions may be reviewed at end of exam and changed, if necessary
- Score will appear immediately after completion of exam (except the CPPM exam)

Security note: Questions and scores are confidential and are not to be shared or discussed by the candidate.

Written Exams:

- Proctor provides sealed exam envelope to Candidate
- Candidate completes Non-Disclosure/Confidentiality Agreement and returns to Proctor for signature. Proctor returns all signed agreements to NPMA
- Candidate reads “Instructions to the Candidate”
- Candidate places exam booklet and completed bubble sheet into envelope, seals and returns sealed envelope to Proctor

- Proctor shall supply scratch paper as necessary. One piece of scratch paper per candidate is sufficient, Scrap paper shall be placed in envelope at the end of exam

Security Issue – Ripped, torn, damaged or mutilated exam booklets should never be placed in trash at the exam site. All exam materials, regardless of appearance, should be placed by candidate into envelope, the envelope sealed and given to the Proctor to be returned to the NPMA Staff for proper disposal.

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ABSENCE FROM THE EXAM

Temporary Withdrawal: It is preferable that Candidates not leave the exam room for any reason once the exam has started. Allowing candidates to leave the room during the exam for bathroom breaks or other reasons could compromise good exam security by introducing the opportunity for cheating or theft of exam item information. If it becomes necessary for a candidate to use the restroom during the exam, candidates may not take material (i.e. books, notes, and electronics) with them to the restroom. Only one candidate may be excused to the restroom at a time.

Permanent Withdrawal: If a candidate must withdraw from the exam area permanently due to illness, injury or emergency, the exam concludes for that candidate. Written Exams – the candidate’s incomplete bubble sheet, exam booklet and any scratch paper will placed into an envelope, sealed and returned to NPMA. Proctors shall include a written note explaining details of the situation. Online Exams – the incomplete exams shall be closed and Proctor notifies NPMA of the situation.

Exam Completion: As candidates finish their exam, they are permitted to leave quietly.

Irregular Incidents

The Proctor has the authority and responsibility to ensure that the examination is conducted under prescribed conditions for all candidates. Incidents that disturb or deviate from normal conditions must be dealt with and documented by the Proctor. If a candidate is suspected, by observation, to be giving or receiving assistance during the exam or has obtained answers to exam questions in advance, the following will occur:

- The candidate is to continue the examination
- Confirm the observation with an outside observer, if possible
- Contact the NPMA Certification Specialist to alert of an incident and information will be forth coming. Document the incident: the date of incident, location, and the name of the candidate observed, detailed description of the incident and the identity of any witnesses to the incident. E-mail to NPMA at certification@npma.org

All other incidents that may occur before, during or after the exam shall be thoroughly documented for NPMA, such as issues with the facility, weather related interferences, etc.

Violations and Disciplinary Actions

Violations of the NPMA Proctor responsibilities contained herein may result in disciplinary actions ranging from a written warning to permanent removal as a proctor. Violations will be referred to the Certification Governing Board (CGB) Disciplinary, Ethical and Appeals Committee for appropriate action.

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NPMA Certification Contact

National Property Management Association
Attention: Certification Specialist
3525 Piedmont Road, Building 5, Suite 300
Atlanta, GA 30305
Phone: 404-477-5811
Fax: 404-240-0998
E-mail: certification@npma.org

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Example – Proctor Application

Actual Proctor Application shall be completed online at:

<https://app.smartsheet.com/b/form?EQBCT=57d7bf04ca2047b9a55f374db8cfacae>

Full Name: First, MI, Last (PLEASE PRINT)		Date:	
Mailing Address, Street Address or P.O. Box:		City:	State: Zip:
Phone:	Fax:	E-mail:	
Supervisor Name:		E-mail:	Phone:
Chapter (NPMA Members only):			
PROCTOR TYPE: (select one)			
<input type="radio"/> CPPM No: _____		<input type="radio"/> Other, Title: _____ Check – one: <input type="radio"/> one-time or <input type="radio"/> multiple times *Note: You will be ineligible to take any NPMA certification exam for 10 years after serving as an NPMA Proctor.	
CPPM Applicants only: Please provide two business references. Each reference provided will be contacted. Inform your references accordingly.			
Name:			
Address:		City:	State: Zip:
Phone:	Fax:	E-mail	
Name:			
Address:		City:	State: Zip:
Phone:	Fax:	E-mail	
I agree to accept the responsibilities as stated in the NPMA Proctor Manual. I understand these responsibilities are critical to the success, credibility and integrity of the NPMA Certification Program.			
Signature:		Date:	
For office use only (only one signature required):			
NPMA Certification Specialist		<input type="radio"/> Approved <input type="radio"/> Declined	Date
NPMA Vice President of Certification		<input type="radio"/> Approved <input type="radio"/> Declined	Date
Comments:			

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Example – Ethics Agreement

Actual Proctor Ethic Agreement is part of Proctor Application shall be completed online at:

<https://app.smartsheet.com/b/form?EQBCT=57d7bf04ca2047b9a55f374db8cfacae>

I _____, (print full name) as a Proctor for the National Property Management Association’s (NPMA) Certification Program, have read, understand and agree to the responsibilities in the Proctor Manual. I agree to act responsibly and ethically as outlined in the Proctor Manual. I will dedicate myself to upholding the security, credibility and integrity of the NPMA Certification Program by conducting these duties with a high standard of professionalism, honesty, fairness and competency. I will be accountable for all of my actions and accept this sensitive and important responsibility. I will follow the guidelines as stated in the Proctor Manual while fulfilling my duties as a NPMA Proctor. I understand any violations in my duties as a Proctor will lead to disciplinary review.

Signature: _____

Chapter (if member): _____ Date: _____

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APPENDIX D

Non-Disclosure/Confidentiality Agreement

I, _____, agree that my work in association with the NPMA Certification Program, may involve personal and confidential information. This work may include access to the Certification Exams, Development Documents, and Personal Information. Such information shall be treated as confidential and I agree not to propagate such information for personal gain or to disclose such information to third parties unless specifically authorized in writing by the NPMA.

Furthermore, I agree that I will not discuss, divulge, or disclose any such information or data to any person or entity except those persons authorized within the NPMA organization who is directly working with the Certification Program or otherwise directed in writing by NPMA, both now, and any time in the future.

Upon termination of my work with the NPMA Certification Program, I will promptly transfer all documents, records and other materials to the NPMA Staff (Certification Specialist).

I understand that I will disclose to the NPMA VP of Certification, CGB Chair, or CGB Director of Exams, any potential conflict of interest situation that may require my recusal from the work assignment with Certification Program.

The position(s) for which I am serving are as follows: (please check all that apply):

- Certification Governing Board (CGB) Member
- NPMA Staff
- Subject Matter Expert (Exam Grader, Exam Writer, Exam Reviewer, Certification Document Developer)
- VP of Certification
- VP of Professional Development
- Vendor
- Other: _____

Signature

Date

NPMA Official Signature

Date

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APPENDIX E

Candidate Non-Disclosure Form

I, _____ (print full name), understand that my participation as an examinee in the National Property Management Association’s (NPMA) Certification Program requires me to be given access to confidential or proprietary business information belonging to the NPMA and its members. Such information shall be treated as confidential and I agree not to reproduce such information for my own use or to disclose such information to third parties unless specifically authorized in writing by the NPMA.

Furthermore, I agree that I will not discuss, divulge, or disclose any such information or data to any person or entity except those persons within the NPMA organization directly concerned with the Certification Program.

Examinee Name and Signature:

Date:

Proctor Name and Signature:

Date:

Permission to publish

- I grant permission to NPMA to publish my name along with any achieved certification at www.npma.org

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APPENDIX F

Work Experience Summary Form

Please type the requested information below. Print and sign the Work Experience Summary. Your supervisor's or manager's signature is also required.

You can submit your signed Work summary in one of the following ways:

- 1) **Upload a PDF of your signed work summary here OR**
- 2) **Email a PDF of your work summary to certification@npma.org OR**
- 3) **Fax to 404-240-0998 OR**
- 4) **Mail to:**

NPMA
3525 Piedmont Road
Building 5, Suite 300
Atlanta, GA 30305

Once submitted, please allow up to 10 business days for review. You will be notified whether or not your work experience meets the criteria for certification eligibility.

If you have questions or need additional information, call NPMA at (404)4770-5811 or email certification@npma.org.

Work Experience Summary

Name: (type in your first and last name)

Date: (MM/DD/YYYY)

Certification level(s)

CPPA

CPPM

Functional Areas of Property Management

Choose seven functional areas and describe your job responsibilities. Please note that for the CPPA there must be a minimum total of three years of experience documented and for the CPPM there must be a minimum of six years of experience documented in each of the seven functional areas you choose.

Functional Areas:

- Requirements Planning
- Acquisition
- Receiving
- Identification
- Records
- Control: Ownership, Responsibility and Accountability
- Movement and Transfers
- Property Accounting
- Valuation
- Risk Management

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- Storage, Warehousing and Inventory Management
- Environmental Considerations
- Reporting
- Consumption
- Utilization
- Maintenance
- Physical Inventory
- Audits
- Screening and Excessing
- Contracts and Agreements Closure
- Disposition and Retirement

Click on the phrase “Requirements Planning” and a drop-down menu will appear; click on the functional area. Tab to the company name, job title and month/year to type in your information. Describe your job responsibilities for each functional area. If you have more than 3 companies you are listing, please type the information in the job responsibilities of that function.

Function 1: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 2: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 3: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 4: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 5: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 6: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

Function 7: (functional area)

1st Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

2nd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

3rd Company Name: Job Title:
Month/Year (MM/DD/YYYY) From: To:

Describe your job responsibilities for this functional area:

CPPM Candidates only – Managerial Experience

1st Company Name: _____ Job Title: _____
Month/Year (MM/DD/YYYY) From: _____ To: _____

2nd Company Name: _____ Job Title: _____
Month/Year (MM/DD/YYYY) From: _____ To: _____

3rd Company Name: _____ Job Title: _____
Month/Year (MM/DD/YYYY) From: _____ To: _____

Describe your job management responsibilities (4 years of management experience required:

NOTE: Managerial experience means supervision, decision-making, or management of resources (not necessarily personnel). This would include project management; program management; financial management (budget); team leadership; and sole property manager in a organization, corporation, agency, etc.

Management Responsibilities:

The signatures below certify that the work experience in this summary is correct and accurate as documented.

Your Signature: _____

Your Supervisor's Signature: _____

APPENDIX G

Certification Application Process

CPPS (Module I and Module II Exams)

- NPMA Membership not a requirement
- No Eligibility Requirements

- ⇒ Purchase Exam On-Line
- ⇒ Receive study materials
- ⇒ Prepare for Exam
- ⇒ Schedule Exam with Proctor

CPPA (Module III and Module IV Exams)

- NPMA Membership not a requirement
- Eligibility Requirements:
 - Pass CPPS exams and maintain CPPS credential
 - 3 years' work experience in 7 functional areas

- ⇒ Purchase Exam On-Line
- ⇒ Complete Work Experience Summary Form
- ⇒ Receive Study Materials
- ⇒ Prepare for Exam
- ⇒ Schedule Exam with Proctor

CPPM (Situational Judgment Exam)

- NPMA Membership not a requirement
- Eligibility Requirements:
 - Pass CPPS and CPPA exams and maintain CPPA credential
 - 6 years' work experience in 7 functional areas
 - 4 years' managerial experience

- ⇒ Purchase Exam On-Line
- ⇒ Complete Work Experience Summary Form
- ⇒ Prepare for Exam
- ⇒ Schedule Exam with Proctor

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APPENDIX H

Item Writing Style Guide for NPMA

Alpine Testing Solutions, Inc. developed this Item Writing Style Guide exclusively for NPMA. The information contained within is proprietary to both Alpine and NPMA.

MULTIPLE CHOICE ITEMS

Parts of an Item

Item: Scoring opportunity that measures specific traits, often referred to as “test question”.

Stem: The portion of the item that contains the problem statement and question. Note: In some items, it is necessary to include *only* a question and not a problem statement.

Problem Statement: The portion of the stem that provides the candidate with all the information necessary to answer the question correctly.

Question: The portion of the stem that asks the question.

Response Options: All response choices available for a candidate to choose.

Distractor: An incorrect response option.

Key: The correct response option. Note: If an item is a “select all that apply” item type, then the key is the set of correct response items.

Cognitive Complexity Level

Cognitive complexity refers to the underlying level of cognitive process needed to correctly answer an item. There are many different cognitive complexity models. The one listed below contains four categories. *Remember* is on the low end of the cognitive complexity spectrum. The next level is *Understand and Apply*, followed by *Analyze and Evaluate*. *Create* is at the highest end of the cognitive complexity spectrum.

The cognitive complexity of an item is not exclusively dependent on the type of item; it also depends on how the item is written.

REMEMBER

- What it is
 - Retrieval of information

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- Demonstration of rote memorization with no content understanding required
- Examples:
 - Extract important information or details from training manuals, textbook, or resources
 - Typically asked to retrieve information as stated in manuals
- Common question types
 - Asking for facts or figures from technical documentation or training materials
- **What it is NOT**
 - Understanding or transferring of content knowledge

UNDERSTAND AND APPLY

- **What it is**
 - Begin transferring knowledge
 - Demonstrate
 - Comprehension of concepts, material and processes
 - Ability to apply knowledge to complete a standard process
 - Examples:
 - Ask about representations of concepts or ideas that are beyond what is in resource material, explanation of concepts or ideas
 - Implement a process, or steps of a process
 - Common question types
 - Compare, contrast, find examples of
 - Explain process or reasoning behind process
 - Exercise: Use process in standard fashion
 - Problem: Determine process to use to solve problem
- **What it is NOT**
 - Critical thinking or decision making
 - Modification of process

ANALYZE AND EVALUATE

- **What it is**
 - Critical thinking, reasoning
 - Demonstrate ability to
 - Break material into component parts, determine how parts relate or contribute to whole
 - Integrate new or given information with known information or processes to arrive at a reasoned conclusion or judgment
 - Examples:
 - Provide the candidate with a scenario or information to consider and ask them to apply knowledge or processes, relationships, etc., to solve a problem, or devise a solution in the given situation
 - Common question types
 - Scenario, context, or stimulus to consider

- About the relationships between concepts
 - Ask about critical decisions, appropriate steps, or critique
 - Ask to diagnose, or provide a solution to a problem
 - **What it is NOT**
 - Create new processes or product
 - Ask about the relationship between concepts
-

Critical Item Writing Guidelines

The following guidelines are critical to create a quality item:

1. Purpose: All scenarios and items must address the purpose of the certification exam:
 - a. The NPMA CPPS Certification is designed to certify individuals who demonstrate the ability to practice asset management at a fundamental level.
 - b. The NPMA CPPA Certification is designed to certify individuals who demonstrate the ability to practice asset management at an intermediate level.
 - c. The NPMA CPPM Certification is designed to certify individuals who demonstrate the ability to practice asset management at an advanced level.

2. Focus the stem to ask a single question

Concentrate the stem of an item on a single trait – or construct – and end with a single question.

3. Write the stem using a positive construction

An item should end with a positively worded question. Avoid negatively worded statements and the use of “NOT”, “NEVER”, “EXCEPT” etc. in the question. In negatively worded questions, candidates have to reverse their thinking or may inadvertently skip over the negative word or incorrectly respond to the item even though they know the answer to the posed problem. In either case, the negative question reduces the strength of the item.

4. Include the central idea of the item in the stem

Focus the stem on the intent of the item for the candidate so that a candidate might, after reading the stem, determine the correct response without having to read the options.

5. Make sure each option logically answers the question

All responses should flow from the stem. For example, if the stem asks for a specific type of vehicle, make sure all responses are vehicles. If the stem asks for a method, make sure all responses are methods.

In addition to the critical item writing guidelines above, adhere to the more specific item writing guidelines provided in the checklist below.

Blueprint

The NPMA CPPS and CPPA blueprints were created to address the purpose of each of these exams and outline the knowledge and skills relevant to those respective professions. The CPPS and CPPA blueprints are divided into three levels: Domain – Subdomain – Knowledge/Skills. When authoring an item, it must be congruent with those statements as defined by the wording of the knowledge/skills.

Multiple Choice Development Checklist

Use this worksheet as a guide as you develop your multiple choice item ideas. The answer to each of the questions below should be yes.

General

- Does the item meet the purpose of the exam?
- Does the item directly connect to the intended content area in the blueprint (for test specifications)?
- Is language unambiguous and clear?
- Are vague modifiers (e.g., “best or “easiest”) replaced with specific criteria (e.g., “cost efficient” or “best according to documented industry standards”)?
- Is the item written in the active voice and present tense?
- Is industry-specific terminology consistent?
- Is a job title used instead of gender-specific or personal pronouns (e.g., use “the property manager” or “the client” rather than “he” or “you”?)
- Are sentences short, with vocabulary simplified for readability?
- Have teaching sentences been eliminated?
- Are acronyms spelled out on first usage in the item with the acronym in parentheses?
- Is the item independent from all other items? (For example, this item must be able to be answered with the information provided within that item only and not reference any other information or exhibits from another item).
- Is the item written at the appropriate level for the target audience? (Note: Items that are too hard or too easy for the candidates are not good items for the exam.)

Stems

- Do all item stems end with a question and punctuate with a question mark?
- Is the stem as clear and brief as possible?
- Are words that require emphasis formatted uppercase (e.g., LEAST, BEST, MOST)?
- Does the stem use “should” instead of “would”? For example, “should” or “what is recommended” is used with provided attribution (e.g., “according to the XX guidelines, what is the recommended solution?”)?

Response Options

- Do all options directly and logically answer the question?
- Are the options “All of the above” and “None of the above” avoided?
- Are options such as “Both A and C” avoided?
- Are all keyed responses 100% inarguably correct (i.e., could be verified in a reference)?
- Are all distractors 100% inarguably incorrect but plausible?
 - Common on-the-job errors are used for distractors when possible.
- Are all options grammatically parallel (i.e., all options begin with a verb)?
- Are all options of similar length (e.g., no option – especially the key – is dramatically longer or shorter than the others)?
- Are all options similar in structure so that the answer key does not stand out for any reason?
- Are all options placed in a logical or numerical order when appropriate?

Numbers

- Are numbers with 4 digits formatted without a comma (i.e., “1000 and not “1,000”)?
- Are years written in numbers instead of spelled out?
- Are number one through nine spelled out?
- Is the number form used for 10 and above except when starting a sentence?

Italics

- In general, are italics avoided and used only in specific terminology as needed?

Exhibits

- Are exhibits used only if the information contained within the exhibit is necessary to answer the item correctly?
 - Is the exhibit free from any copyright infringement?
 - Is the exhibit easy to read?
-

Constructed Response Items (for CPPM specifically)

1. **Purpose:** All scenarios and items must address the purpose of the CPPM certification exam:

The NPMA CPPM Certification is designed to certify candidates who demonstrate the ability to develop, implement and practice asset management at an advanced level.
2. **Content:** Each CPPM exam contains three question sets worth a total of 60 points. Each question set contains one scenario and two parts (e.g., 1-1 and 1-2). Each part contains multiple items (e.g., A, B, C, D, E) and each part covers one or more domains. Each domain is broken down into subdomains on the exam blueprint. All subdomains should be addressed in the given question set and should be emphasized according to the blueprint weights.
3. **Cognitive level:** Each question set is worth between 19 and 21 points. Approximately 14 points (70%) of each question set should be at the critical thinking level (i.e., “Understand and Apply”, “Analyze and Evaluate” or “Create”). The remainder should be at the foundational level (i.e., “Remember”).
4. **Scenario:** Each question set consists of one scenario. The scenario should:
 - a. Address the purpose of the exam
 - b. Cover the content in the domains and subdomains assigned to that question set
 - c. Be introduced with an opening statement to provide context
 - d. Use clear and concise language and avoid the use of extraneous information
 - e. Include the following:
 - i. Description of the setting, purpose, problem and/or expected outcome (as appropriate)
 - ii. High level variables that may need to be considered
 - iii. High-level overview of contents of the exhibits (as appropriate)
 - iv. Any other key information for the candidate to consider
 - f. Include all necessary chart, graphics or other sources of information
5. **Question/Item:** Each question is divided into two parts with potentially multiple items per part. A majority of the information (i.e., reading and graphics) required to answer each item should be in the scenario. The items for each scenario should:
 - a. Address the purpose of the exam
 - b. Cover the content assigned to that question
 - c. Identify the exact objectives covered
 - d. Be clear and concise – both in the wording of the stem and the desired outcome
 - e. Contain only necessary text
 - f. End with a clear and concise question or statement to which the candidate should form a response.

6. **Correct responses:** For each item, the correct response to the item should be provided and referenced. If the number of possible correct responses is too voluminous to list, then, at a minimum, sample responses should be provided. The response should:
 - a. Contain possible correct responses
 - b. Contain no ambiguity
 - c. Be clear and concise
 - d. Indicate whether a 2 or 3-point rubric scale should be used
 7. **Reference(s):** The correct response(s) to each item should be referenced by at least one reputable source (e.g., Intermediate Manual, Fleet Management, Pages 10-16).
 8. **Scoring rubric:** there are two scoring rubrics. One rubric has a maximum point value of 3 points; the other has a maximum point value of 2 points. There is no work needed on the scoring rubric, but keep the rubric in mind during the development of the entire question set.
-

Blueprint

With this test purpose in mind, the NPMA CPPM Blueprint was created to outline the knowledge and skills relevant to the Certified Professional Property Manager (CPPM) who has the ability to develop, implement and practice asset management at an advanced level. The blueprint is divided into three levels: Domain – Subdomain – Knowledge/Skills. For the CPPM, all items must map to a specific knowledge/skill within the blueprint. When authoring an item, the item must be congruent with those statements as defined by the wording of the knowledge/skill.

Constructed Response Development Checklist

Use this worksheet as a guide as you develop your constructed response item ideas. To help make sure that each possible scenario is similar in concept and scope, the answer to each of the questions below should be “yes”.

General

- Does the item meet the purpose of the exam?
- Does the item directly connect to the intended content area in the blueprint (for test specifications)?
- Is language unambiguous and clear?
- Is the item written in the active voice and present tense?
- Is industry-specific terminology consistent?

- Is a job title used instead of gender-specific or personal pronouns (e.g., use “the property manager” or “the client” rather than “he” or “you”?)
- Are sentences short, with vocabulary simplified for readability?
- Have teaching sentences been eliminated?
- Is the item written at the appropriate level for the target audience? (Note: Items that are too hard or too easy for the candidates are not good items for the exam.)

Scenario (a factual description)

- Is the scenario based on relevant subject matter?
- Does the scenario provide a complete overview of the situation? Does it provide the candidate’s “role” in the project (“as the property manager...”)?
- Does the scenario contain 150-300 words?
- Does the scenario relate to the content assigned to the question set?
- Does the scenario allow for multiple parts and questions to be written to it?

Stems

- Is the stem as clear and brief as possible?
- Are words that require emphasis formatted uppercase (e.g., LEAST, BEST, MOST)?
- Does the stem use “should” or “what is recommended” and provide attribution (e.g., “according to the XX guidelines...”)?

Answer Key

- Is the correct answer provided, or at a minimum, sample correct responses provided?
- Is a reference for the key provided?
- Is there an indication as to whether a 2- or 3-point rubric should be used?

Numbers

- Are numbers with 4 digits formatted without a comma (i.e., “1000 and not “1,000”)?
- Are years written in numbers instead of spelled out?
- Are number one through nine spelled out?
- Is the number form used for 10 and above except when starting a sentence?

Italics

- In general, are italics avoided and used only in specific terminology as needed?

Exhibits (drawings/codes/contracts/etc. relevant to the scenario)

- Does each exhibit provide a more detailed understanding of the scenario?
- Is the information included in each exhibit detailed enough to form the basis of specific test items?

- Can all the information contained within each exhibit potentially be used as the basis for items?
- Can the information in each exhibit be easily navigated and processed by a candidate?

Scenario Checklist

The following checklist might be helpful in creating scenarios.

1. Identify one real-world project that is relevant to the domain. Compose a 2-sentence summary.
2. Write a scenario description (150-300 words). Be sure to include the following:
 - a. Factual description of the project type, setting, purpose and/or expected outcome
 - b. High-level variables the property manager might need to consider
 - c. Description of the purpose and a high-level overview of contents of the exhibits
 - d. Any other key information for the candidate to consider
3. Identify primary information exhibits (documents, drawings, codes, etc.) that would be needed in explanation of the scenario.

Exhibit Formatting

1. Images, charts or drawings (.jpeg, .png, .gif, .tif, .pdf):
 - a. Minimum size: 4 x 6 inches
 - b. Maximum size: 8.5 x 11 inches
 - c. DPI minimum: 200
2. Documents
 - a. Suggested font: Ariel, 11-point

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APPENDIX I

Certification Renewal Form

National Property Management Association (NPMA) Certification, as a Certified Professional Property Specialist, (CPPS) Certified Professional Property Administrator (CPPA) or Certified Professional Property Manager (CPPM), shall be in effect for a period of five (5) years from the date of award. At the end of 5 years the certification program requires proof of continuing education units, learning units, and/or evidence of continued participation in learning activities in the field of Property Management. ONLY the highest level of certification held will be renewed. It is not necessary to renew all levels of certification held.

Requirements

1. You must have met three (3) of the qualifying criteria listed below within the 5 year period prior to your certification expiration date (listed on your certificate) to renew certification.

Application Instructions

Renewal application must be received within 30 calendar days of your current certification expiration date.

- A. Prepare this application accurately and completely
 - Include supporting documentation, clearly cross-referencing related criteria
 - Obtain all required signatures
 - **If possible, create one PDF document that includes the application and all supporting documents**
- B. Submit signed application and supporting documentation [here](#) (control-click to open the link) or
- C. Email signed application and supporting documentation to certification@npma.org or mail to:
NPMA, 3525 Piedmont Road, Building 5, Suite 300, Atlanta, GA 30305. May be faxed to: 404-240-0998

Name:	_____			
Address:	_____			
	Street	City	State	Zip
Daytime Phone:	_____	Email:	_____	
Certification Level Renewing:	<input type="checkbox"/> CPPS <input type="checkbox"/> CPPA <input type="checkbox"/> CPPM (Check only the highest level required)			
Certification No.:	_____	Expiration Date:	_____	

To find your certification number and expiration date, check your certificate or email certification@npma.org.

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CERTIFICATION RENEWAL APPLICATION

D. Qualifying Criteria Options: Check and provide documentation for at least three (3) of the boxes below:

1. Participated as an instructor or speaker in a property management program, training, or meeting.

Sponsor: _____	Program Title: _____
Date: _____	Location: _____

** Attach a copy of the program or schedule.*

2. Attended two (2) conferences, seminar, training, or educational function where technical, administrative, or managerial applications on property management were discussed or demonstrated.

Sponsor: _____	Program Title: _____
Date: _____	Location: _____
Sponsor: _____	Program Title: _____
Date: _____	Location: _____

**Attach copy of certificate or proof of attendance. For NPMA sponsored events, email certification@npma.org to request your CEU INFORMATION*

3. Attained one hundred-twenty (120) Continuing Education Units (CEUs) from a university, college, government, industry, or professional organization (e.g. NPMA, NCMA, NMA, AMA, DAU, APICS) for courses/ seminars related to property management. NOTE: 1 hour of instruction is equal to 1 CEU. (Note: May be CEUs earned by attendance at educational events reflected in criteria No. 2 above)**

Sponsor: _____	Program Title: _____
Date (s): _____	No. of CEUs: _____
Sponsor: _____	Program Title: _____
Date (s): _____	No. of CEUs: _____
Sponsor: _____	Program Title: _____
Date (s): _____	No. of CEUs: _____

**Attach copy of certificate or proof of attendance. For NPMA sponsored events, email certification@npma.org to request your CEU INFORMATION*

4. Completed five (5) property related Webinar(s) or on-line training sessions over past 5 years

Title _____	Date: _____

NPMA Certification Program Guide

**Attach copy of certificate or proof of attendance. For NPMA sponsored events, email certification@npma.org to request your CEU INFORMATION*

- 5. Authored or co-authored a presentation, paper, thesis, or article about property administration or property management either published or electronic.**

Publication: _____ Date/Edition: _____

Type of paper: _____ Title: _____

** Must provide these written documents showing dates and your name on the presentation paper, thesis, or article with a date and name or the internet link for verification, please attach documentation.*

- 6. Actively participated in a property council or a consensus-based standards association.**

Member of: _____

Dates of Service: _____
From To

Point of Contact of the property council or consensus-based standards association:

Name: _____

Email: _____ Phone: _____

Signature: _____ Date: _____

- 7. Served as an Officer or a Committee Member of a property association at the Chapter, Regional, National, or international level.**

Office Held _____

Or Committee Name: _____

Dates of Service: _____
From To Total No. of Years

POC for Verification: _____ Phone: _____

Office Held _____

Or Committee Name: _____

Dates of Service: _____
From To Total No. of Years

POC for Verification: _____ Phone: _____

- 8. Worked in or supervised property-related position(s) during the past five years.**

Company Name: _____

Position Title: _____ Dates of Service: _____
From To

Supervisor: _____

Email: _____ Phone: _____

Signature: _____ Date: _____

Company Name: _____

Position Title: _____ Dates of Service: _____
From To

NPMA Certification Program Guide

Supervisor: _____

Email: _____ Phone: _____

Signature: _____ Date: _____

**Supervisor's signature is required. If you have worked for more than one supervisor in the past 5 years please attached documents showing evidence.*

I hereby certify that the information herein is true and correct to the best of my knowledge. I understand that any falsification or willful misrepresentation or omission will forfeit my rights to certification.

Applicant's Signature: _____ Date: _____

Certification Renewal _____

Certification renewal applications may be submitted up to 120 days after the certification expiration date as long as the individual has been an NPMA member for at least the last 12 months. Renewal applications submitted and approved after 30 days or more from the expiration date will be assessed a late fee of \$100 (US dollars). If the applicant does not meet the above criteria or the prescribed timeframe for their member status (30 days for non-members 120 days for members of at least 12 previous months), applicants must re-test for the highest level of certification held. Tests may be purchased online at www.npma.org or by contacting certification@npma.org

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APPENDIX J

CGB Disciplinary, Ethics and Appeals Policy

DISCRIMINATION POLICY

NPMA does not discriminate against race, color, religion, gender, national origin, age, disability, marital status, sexual orientation, military status or any other category protected by federal, state and local laws.

RESPONSIBILITIES

The names CGB Director of Exams, the CGB Director of Rules and Ethics and members of the Disciplinary, Ethics and Appeals Committee are considered to be confidential. All work products are confidential. VP of Certification and NPMA Staff are the only people who know the identity of parties involved in any disciplinary, ethics or appeals action. Members of the Disciplinary, Ethics and Appeals committee and Director of Exams review actions anonymously-no personal information is included

CGB Disciplinary, Ethics and Appeals Committee

- Annually submits a signed Confidentiality Agreement
- Reports to the CGB Director of Rules and Ethics
- Ensure confidentiality of all correspondence and committee actions
- Members recuse themselves from an investigation or issue before the Committee when there is a clear, potential, or perceived conflict of interest
- Reviews details of incident(s) and related investigation information
- Requests or obtains any additional information which may be needed
- Documents recommended actions
- The decision of the Disciplinary, Ethics and Appeals Committee is final

CGB Director of Rules and Ethics

- Annually submits a signed Confidentiality Agreement
- Ensures all committee actions are kept strictly confidential
- Convenes the CGB Disciplinary, Ethics and Appeals Committee to discuss infractions or appeals, and along with committee members, develops recommended resultant action(s) to be taken
- Ensures fairness requirements are met and the committee decision is defensible by referring the committee decision to the CGB Chair
- Notifies the VP of Certification of the committee's recommended action and the final decision
- Writes committee reports detailing any committee activity (appeals statistics) for the year and submits to the CGB Chair

CGB Director of Exams

- Annually submits a signed Confidentiality Agreement
- Reviews, investigates and provides written resolutions to complaints or appeals regarding the exams
- The decision of the CGB Director of Exams is final

CGB Chairperson

- Annually submits a signed Confidentiality Agreement
- Appoints CGB the Director of Rules and Ethics Committee and ensures the name is kept confidential outside the CGB
- Reviews all Disciplinary, Ethics and Appeals Committee decisions, ensuring compliance with NPMA Certification Program Guide and other policies.

CGB Vice-Chairperson

- Annually submits a signed Confidentiality Agreement
- Acts as the backup for the Director of Rules and Ethics, performing all duties, as necessary or required on the Disciplinary, Ethics and Appeals Committee

Vice-President of Certification

- Annually submits a signed Confidentiality Agreement
- Receives information, documentation or evidence regarding disciplinary, ethics or appeals infractions
- Investigates all reported disciplinary, ethical infractions and appeals
- Removes all personal and identifying information and forwards the information, along with any investigation notes/results, to the CGB Director of Rules and Ethics for committee review or CGB Director of Exams, as appropriate.
- Informs appellant, in writing, of the Disciplinary, Ethics, and Appeals Committee's final decision and any resultant actions that will be taken

NPMA Staff

- Inform the VP of Certification of any reported disciplinary, ethical infractions, or appeals
- Forwards information concerning appeals of exams or scores to Director of Exams
- Maintains records of resultant actions taken by the Disciplinary, Ethics, and Appeals Committee and Director of Exams
- Coordinates disciplinary, ethics, and appeals communication

DISCIPLINARY POLICY

Grounds for disciplinary action may include, but are not limited to: dishonesty, fraudulence, or misrepresentation provided to NPMA staff, board or its representatives.

Actions may include suspension or permanent termination of testing eligibility, revoking of certification and civil action. If the violator is a member, their membership may be terminated permanently or renewal blocked for set period of time. Any violations will be documented and notification will be sent to the Disciplinary Committee for initial evaluation.

Certification Mark

- Misuse or unauthorized use of any certification mark will result in disciplinary action. Disciplinary actions which may be invoked may include a written warning to the person(s) involved or other appropriate actions including (but not limited to):
 - temporary suspension of use of certification mark

- permanent suspension of use of certification mark
- permanent ineligibility to take exam(s) for certification(s)
- revocation of certification credentials

Conflict of Interest Violations

- Failure to disclose discovery of a conflict of interest situation, may result in disciplinary action. Disciplinary actions which may be invoked may include a written warning to the person(s) involved or other appropriate actions including (but not limited to):
 - temporary suspension of assigned position
 - permanent suspension of assigned position
 - review of decisions and/or actions involved in the conflict of interest situation for possible actions
 - revocation of certification credentials

Proctor Violations

- Violations of the NPMA Proctor responsibilities contained in the NPMA Proctor's Manual may result in disciplinary actions may include a written warning to the person(s) involved or other appropriate actions including (but not limited to):
 - temporary suspension of Proctor status
 - revocation of Proctor status
 - review of Proctor's services and previous activities for possible actions
 - revocation of certification credentials

APPEALS POLICY

Any applicant, candidate, or certificant can appeal an action or decision these may include but are not limited to: eligibility, exams, exam scores, recertification, Appeals may be submitted to the NPMA Staff or VP of Certification in writing with supporting documentation or evidence within the time periods list below.

Eligibility

- Eligibility appeals will be reviewed by the CGB Appeals/Disciplinary Board. The candidate will be notified by the NPMA VP of Certification, in writing, (email is acceptable) of the CGB Appeals/Disciplinary Board decision.

Exams/Exam Scores

- Complaints or appeals regarding the exam itself may be submitted in writing, (email is acceptable) prior to taking the exam and up to thirty (30) days after exam administration. Written appeals must be submitted with supporting documentation or evidence to the NPMA Staff or NPMA VP of Certification. The burden of proof is borne by the candidate. Complaints or appeals regarding the exam itself will not be considered thirty-one (31) days or later after exam administration.
- A thorough review and analysis of each question during the exam construction phase, and as such, there are no appeal procedures to challenge individual exam questions or answers. Because of the secure nature of exams, NPMA will not disclose examination questions.

Candidates' responses to particular test questions (correct or not correct) will not be disclosed.

- To appeal Exam Scores, candidates must submit a written request to NPMA Staff within 30 days of receiving exam results. The NPMA Staff will forward the appeal to the CGB Director of Exams. Appeals will be handled on a case by case basis. Adjustments may be made pending resolution of the investigation. The CGB Director of Exams will provide a written decision to the NPMA Staff to provide the decision to the appellant. The decision of the CGB Director of Exams is final.

Renewals

- Appeals regarding recertification eligibility or status must be submitted in writing to the VP of Certification within thirty (30) calendar days after notification of the adverse decision. The certificant must submit the appeal in writing (email is acceptable), and explain in detail:
 - The nature of the request and the specific facts and circumstances supporting the request, and
 - All reasons why the action or decision should be changed or modified

If the issue cannot be resolved by the VP of Certification it will be referred to the CGB Disciplinary, Ethics and Appeals Committee. Late renewals or rejected applications may be appealed to the CGB Disciplinary, Ethics and Appeals Committee.

ETHICS POLICY

NPMA holds its certification program to a very high standard of integrity. Ethical violations or criminal acts bring discredit to the NPMA Certification Program and the property profession and will not be tolerated.

Ethical infractions or violations will be referred to the CGB Disciplinary, Ethics and Appeals Committee for review and determination of what, if any, action is to be taken. Any person(s) involved in the infraction will be permitted to submit a written appeal with substantiating documentation to the CGB Disciplinary, Ethics and Appeals Committee.

Candidate ethical infractions/violations may include, but are not limited to:

- Falsifying application data
- Cheating
- Altering, defacing or destroying exam data
- Disseminating exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Proctor ethical infractions/violations may include, but are not limited to:

- Not reporting/recusal potential conflicts of interest
- Providing exam assistance to candidate(s)
- Cheating or facilitating cheating by candidate(s)
- Falsifying proctor application data

- Not reporting or misrepresenting irregular incidents during exam administration
- Disseminating exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Certificant ethical infractions/violations may include, but are not limited to:

- Providing exam assistance to a candidate
- Facilitating cheating by a candidate
- Misrepresentation of Subject Matter Expert data
- Altering, defacing or destroying exam data
- Dissemination of exam data in any form (written, electronic, photographic...)
- Breaking confidentiality/non-disclosure agreement

Disciplinary actions may include, but are not limited to:

- A written warning to the person(s) involved
- Revocation of Proctor status
- Delayed eligibility to take certification exam(s)
- Permanent ineligibility to take certification exam(s)
- Revocation of certification credential
- Results may be provided to the NPMA Executive Board

The Committee has 7 days to decide if the incident has enough evidence to pursue an investigation. By the 7th day the committee will notify the accused via email and USPS one of the following:

1. That an incident was reported with a lack of evidence to pursue. The case will automatically be closed 45 days from incident date if no further information is brought forward.
2. That an incident was reported and the committee is actively investigating the incident. The accused is requested to provide any information they can on the case.

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APPENDIX K

Certification Exam Blueprints

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CPPS Domains/Subdomains	Recommendation		Module 1 (N items)	Module 2 (N items)
	Weight	N items		
1. Property Management	20%	20	20	0
1.01. Business Requirements	10%	10	10	0
1.02. Plan Implementation	10%	10	10	0
2. Control: Ownership, Responsibility, Accountability	15%	15	10	5
2.01. Acquisition	3%	3	3	0
2.02. Receiving	3%	3	3	0
2.03. Identification	1%	1	1	0
2.04. Movement and Transfers	1%	1	0	1
2.05. Consumption	1%	1	0	1
2.06. Utilization	1%	1	0	1
2.07. Maintenance	1%	1	0	1
2.08. Fleet Management	0%	0	0	0
2.09. Reporting	3%	3	3	0
2.10. Risk Management	1%	1	0	1
3. Records	15%	15	8	7
3.01. Computers Systems	5%	5	0	5
3.02. Records	10%	10	8	2
4. Property Accounting	10%	10	7	3
4.01. Accounting	7%	7	7	0
4.02. Valuation	3%	3	0	3
5. Inventory Management	15%	15	5	10
5.01. Physical Inventory	8%	8	0	8
5.02. Storage and Warehousing*	7%	7	5	2
6. Life Cycle Management	10%	10	0	10
6.01. Audits	4%	4	0	4
6.02. Contracts and Agreements	3%	3	0	3
6.03. Environmental Considerations	3%	3	0	3
7. Disposition	15%	15	0	15
7.01. Excess/Surplus and Screening	8%	8	0	8
7.02. Disposal and Retirement	7%	7	0	7
TOTAL	100%	100	50	50

NPMA Certification Program Guide

CPPA Domains/Subdomains	Panel Decision		Module 3 (N items)	Module 4 (N items)
	Weight	N items		
1. Property Management	25%	25	25	0
1.01. Business Requirements	7%	7	7	0
1.02. Plan Implementation	8%	8	8	0
1.03. Value Added	7%	7	7	0
1.04. Voluntary Consensus Standards	3%	3	3	0
2. Control: Ownership, Responsibility, Accountability	25%	25	15	10
2.01. Acquisition	5%	5	5	0
2.02. Receiving	2%	2	0	2
2.03. Identification	4%	4	0	4
2.04. Movement and Transfers	3%	3	0	3
2.05. Consumption	2%	2	2	0
2.06. Utilization	1%	1	1	0
2.07. Maintenance	1%	1	1	0
2.08. Fleet Management	1%	1	0	1
2.09. Reporting	2%	2	2	0
2.10. Risk Management	2%	2	2	0
2.11. Requirements Determination	2%	2	2	0
3. Records	15%	15	0	15
3.01. Computers Systems	7%	7	0	7
3.02. Records	8%	8	0	8
4. Property Accounting	10%	10	8	2
4.01. Accounting	8%	8	8	0
4.02. Valuation	2%	2	0	2
5. Inventory Management	5%	5	0	5
5.01. Physical Inventory	3%	3	0	3
5.02. Storage and Warehousing	2%	2	0	2
6. Life Cycle Management	5%	5	2	3
6.01. Audits	2%	2	0	2
6.02. Contracts and Agreements*	2%	2	2	0
6.03. Environmental Considerations	1%	1	0	1
7. Disposition	10%	10	0	10
7.01. Excess/Surplus and Screening	4%	4	0	4
7.02. Disposal and Retirement	6%	6	0	6
8. Import/Export Control	5%	5	0	5
8.01. Regulatory compliance (e.g., environmental, ITAR, ECCN)	3%	3	0	3
8.02. Internal Compliance Programs	2%	2	0	2
TOTAL	100%	100	50	50

NPMA Certification Program Guide

CPPM Domains/Subdomains	Recommended Weight based on Panel Decision
1. Property Management	15%
1.01. Business Requirements	5%
1.02. Plan Implementation	8%
1.03. Value Added	1%
1.04. Voluntary Consensus Standards	1%
2. Control: Ownership, Responsibility, Accountability	23%
2.01. Acquisition	1%
2.02. Identification	3%
2.03. Movement and Transfers	3%
2.04. Consumption	3%
2.05. Utilization	3%
2.06. Maintenance	1%
2.07. Fleet Management	1%
2.08. Reporting	3%
2.09. Risk Management	3%
2.10. Requirements Determination	2%
3. Records	17%
3.01. Computers Systems	6%
3.02. Records	11%
4. Property Accounting	5%
4.01. Accounting	4%
4.02. Valuation	1%
5. Inventory Management	10%
5.01. Physical Inventory	7%
5.02. Storage and Warehousing	3%
6. Life Cycle Management	10%
6.01. Audits	5%
6.02. Contracts and Agreements	4%
6.03. Environmental Considerations	1%
7. Disposition	15%
7.01. Excess/Surplus and Screening	7%
7.02. Disposal and Retirement	8%
8. Import/Export Control	5%
8.01. Regulatory compliance (e.g., environmental, ITAR, ECCN)	1%
8.02. Internal Compliance Programs	4%
TOTAL	100.00%

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