

CHAPTER 22 – MAINTAINING CERTIFICATION

Expiration Date
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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:

- 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.*

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.
- 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.