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NPMA

National Property Management Association
Certification Program
Candidate Handbook

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NPMA and the Certification Governing Board are dedicated to ensuring fairness, impartiality, validity, and integrity in the NPMA Certification Program. The NPMA Certification Program is equitable and impartial regarding access and availability. NPMA ensures fairness to all Property professionals and 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.

The NPMA Certification Governing Board (CGB) is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the CPPS, CPPA, and CPPM certification programs. Impartiality is central to carrying out all of the CGB's activities. NPMA and the CGB establish and implement policies to manage conflicts of interest and ensure the objectivity of certification activities.

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INFORMATION FOR CANDIDATES

1.0 Purpose

INTRODUCTION

The Certification Program Candidate Handbook provides essential information about the certification process from application through examination and recertification. Policies in the handbook are subject to change. The current version of the handbook is available on the NPMA web site.

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 within the Asset Management community. 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.

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

POPULATION

Asset Management professionals are responsible for the effective and efficient management of equipment, materials, and other moveable and durable assets for organizations. Asset management professionals work in a variety of organization types including, but not limited to government agencies, commercial organizations, medical facilities, and higher education. 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.

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. It is based on US practices and is available anywhere in the world to anyone who is seeking certification in the property profession, to include NPMA members and

non-members alike. All certification exams and related materials are available in English only. The target population must be minimally qualified to seek certification.

There are currently approximately 3500 Certificants. Approximately 200 certificants are added every year.

PURPOSE

The purpose of NPMA Certification is to recognize property managers with the essential knowledge and skills associated with each certification level, validate their professional expertise, and to enhance professional stature. NPMA certification demonstrates knowledge of professional standards and a commitment to individual performance.

Three levels of certification are available:

- The CPPS level certification is **fundamental**, intended for those who are new to the property profession or work in a specific property area.

- 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:

- Demonstrate knowledge: Validate technical competence in every aspect of property management

- National professional recognition: Peers, staff, and management all value NPMA Certification

- 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.

CGB GOVERNANCE STRUCTURE

The NPMA Certification Governing Board (CGB) is a division of NPMA formed to ensure the efficient and effective implementation, management, and oversight of the NPMA Certification Program. The CGB is responsible for the scope of each certification program, establishing eligibility and recertification requirements, and overseeing development of the certification programs. All CGB members perform in accordance with the NPMA Bylaws, CGB Charter and the NPMA Certification Program Guide, which is comprised of certification policies and procedures.

- The NPMA VP of Certification is elected by the NPMA National Board of Delegates

- The Chair of the CGB. Vice Chair of the CGB, Secretary of the CGB and CGB members are elected by the CGB members with voting rights

- The CGB Chair appoints directors from within the CGB membership

- NPMA Staff support the VP of Certification and the certification efforts of the CGB by performing administrative duties

DESIGNATION MARK

After meeting all eligibility requirements and passing the examination(s), individuals may use the credential they have been awarded in all correspondence, professional materials, and social media. A serialized, digital badge and certificate will be issued to all new certificants.

Upon receipt, 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. The credential is typically used after the certificant's name following any academic degrees and licensure (e.g., Mary Smith, MBA, CPPA or Mary Smith, CPPM). Certificants must comply with all recertification requirements to maintain use of the credential.

NPMA Certification levels are completed in sequence: CPPS, CPPA then CPPM. 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

Certification Marks

The certification mark(s) may be used only if certification is valid. Lapsed certification (failure to renew) will result in loss of certification. See the Section 6 of this handbook for details regarding renewal requirements. Once the credential has expired, the mark cannot be used until reinstated.

Use of the certification marks in any way considered by the CGB as misleading, unauthorized, or disreputable is prohibited. The certification marks cannot be used to state or imply that the CGB and/or NPMA has recommended or endorsed an individual's business or services.

The CGB Chairis responsible for addressing the misuse or unauthorized use of any certification mark. The CGB Chair 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 as described in the Discipline Process policy (see Section 7.0).

2.0 Applying for NPMA Property Certification Program – CPPS, CPPA, CPPM

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.

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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). NPMA membership is NOT a requirement for certification. All candidates for certification must meet the established eligibility requirements that are in effect at the time of application.

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.).

- 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.

- Candidates must 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 B of this document for the Work Experience Summary form.**

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

- 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.

RATIONALE FOR ELIGIBILITY REQUIREMENTS

The Property Management field is 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 to acquire sufficient knowledge and master the intermediate skills necessary to manage property at the intermediate/CPPA level.

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.

DESCRIPTION OF EXAMS

CPPS

The Certified Professional Property Specialist (CPPS) Certification level examination consists of one 100 questions, multiple-choice exam. Exam scoring is based on 100, multiple choice questions per exam. Exams include 10 additional unscored questions, which are used for future test development. Candidates have 116 minutes to take the exam and a 4-minute survey.

The CPPS exams cover 6 domains and 20 subdomains. The CPPS exam blueprint includes the domains, subdomains and their associated weights written by Subject matter experts (SME). SMEs also wrote CPPS a Work Model Expansion. Weights were derived from the 2022 Job Task Analysis.

CPPA

The Certified Professional Property Administrator (CPPA) Certification level examination consists of one 100 question, multiple-choice question exam. Exam scoring is based on 100, multiple choice questions per exam. Exams include 10 additional unscored questions, which are used for future test development. Candidates have 116 minutes to take the exam and a 4-minute survey.

The CPPA exams cover 8 domains and 30 subdomains. The CPPA exam blueprint includes the domains, subdomains and their associated weights written by SMEs. SMEs also wrote CPPA a Work Model Expansion. Weights were derived from the 2022 Job Task Analysis.

CPPM

The Certified Professional Property Manager (CPPM) Certification level examination consists of one 100 situational judgment tasks best answer questions, multiple-choice exam. Exams include 10 additional unscored questions, which are used for future test development Candidates have 116 minutes to take the exam and a 4-minute survey.

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The CPPM exams cover 8 domains and 25 subdomains. The CPPM exam blueprint includes the domains, subdomains and their associated weights written by SMEs. SMEs also wrote CPPM a Work Model Expansion. Weights were derived from the 2022 Job Task Analysis.

Exam Development

The Certification Governing Board oversees the exam development process. Exam development for all three levels (CPPS, CPPA & CPPM) followed a series of inter-related processes that revolved around the central concept of validity. Subject Matter Experts (SMEs) were recruited to assist in all aspects of exam development, from the Job Task Analysis through Standard Setting.

These processes include:

Job Task Analysis

Two foundational elements of best practice include (1) sampling of the content domain and (2) definition of the content to include in exam items. 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.

Exam Development

The CGB oversees groups of SMEs that develop, review, and approve test items. All items undergo multiple levels of review and editing before being assembled into test forms following the exam specification blueprint.

Passing Score

The passing score, or cut score, is established with a team of Subject Matter Experts working with psychometricians to conduct standard setting studies using a criterion- referenced methodology. The passing score is based on the difficulty rating for each item established by the panel of experts SMEs under the guidance of the psychometrician.

Ongoing Exam Development

Exam content is reviewed regularly to ensure that items remain accurate and relevant. New forms and the exam are developed to ensure exam integrity and security. The job task analysis study is typically performed every 5-8 years to ensure the exam specifications reflect the current scope of practice.

APPLICATION FORM

The application form is available electronically at:

- For CPPS exam: www.npma.org/page/cppsapplication
- For CPPA exam: www.npma.org/page/cppaapplication
- For CPPM exam: www.npma.org/page/cppmapplication

APPLICATION PROCESS

Before applying for certification, candidates should carefully review the information contained in this handbook. It is the responsibility of the applicant to comply with all policies and procedures.

NPMA reserved the right to verify any information provided on the application form and/or during the application process. All candidate information is securely held in strict confidence by the NPMA.

Candidates will receive an exam voucher via email after their application form and Work Experience Summary form (for CPPA and CPPM) have been approved and payment has been received. Candidates have 90 days after receiving the exam voucher to schedule and take the exam.

CPPS

Step 1   CPPS candidates must complete the on-line application form
Step 2   Candidate purchases CPPS exam at: https://www.npma.org/page/Certification
Step 3   Upon completion of purchase candidate receives a Voucher Number to use for scheduling of exam

CPPS Application and Exam Fee (non-refundable)	
• Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible. Each level of certification must be successfully completed prior to taking the next level.	
$ 360 Member Discounted Fee	$435 Non-Member Fee

CPPA

Step 1   CPPA candidates must complete the on-line application form
Step 2   Candidate purchases CPPA exam at: https://www.npma.org/page/Certification
Step 3   Candidate submits Work Experience Summary Form (Appendix B) and submit electronically at: https://www.npma.org/page/WorkExpSummary
Step 4   Upon completion of purchase and Work Experience Summary approval candidate receives a study guide and a Voucher Number to use for scheduling of exam

CPPA Application and Exam Fee (non-refundable)	
• Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible. Each level of certification must be successfully completed prior to taking the next level.	
$ 360 Member Discounted Fee	$435 Non-Member Fee

CPPM

Step 1   CPPM candidates must complete the on-line application form
Step 2   Candidate purchases CPPM exam at: https://www.npma.org/page/Certification
Step 3   Candidate submits Work Experience Summary Form (Appendix B) and submit electronically at: https://www.npma.org/page/WorkExpSummary

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Step 4   Upon completion of purchase and Work Experience Summary approval candidate receives a Voucher Number to use for scheduling of exam

CPPM Application and Exam Fee (non-refundable)	
• Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible. Each level of certification must be successfully completed prior to taking the next level.	
$ 250 Member Discounted Fee	$325 Non-Member Fee

Note: Rational for differences in Certification Fees for Members and Non-Members. NPMA recognizes that some services, staff, and records maintenance are paid through Membership Fees it therefore offers to members a discount on Certification Fees. Non-members are provided the same services, staff and records maintenance therefore are charged the full Certification fees.

Work Experience Summary Form (Attachment B)

- The Work Experience Summary form must be submitted by candidates preparing for the CPPA or the CPPM after purchasing exams

- This form is used to ensure candidates have met eligibility requirements.

- For form submission, go to https://www.npma.org/page/WorkExpSummary

- The following Functional Area Chart is used for completing the Work Experience Summary for further details on Functional Areas - https://www.npma.org/page/FunctionalAreas

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

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3.0 Taking the NPMA Property Certification Program Exams

SECURITY

Candidates

- Shall acknowledge and agree to a Confidentiality and Non-Disclosure Statement prior to taking an exam

- Shall not discuss any exam items with any person other than the Director of Exams, if necessary

EXAM ADMINISTRATION

NPMA contracts with Kryterion to administer the certification exams. Exams may be taken either by: (1) on-line Proctor delivered remotely to the candidate's computer, or (2) by computer-based testing at a Kryterion Test Center.

It is the candidate's decision whether to use an on-line Proctor or Test Center. All exam administrations follow strict security protocols and are monitored by trained Kryterion proctors that will verify candidate identification, ensure examination security, and address any signs of cheating or misconduct.

After receiving an exam voucher candidates must create a Webassessor account at https://www.webassessor.com/npma to schedule an exam. The voucher number is required before an exam is scheduled. See the Application Process section for exam voucher information.

Exam vouchers expire after 90 days.

To review requirements and the process click on the following:

Kryterion On-Line Proctored Exam Process:

<div align="center">

frm-009-09_kryterion_online_.pdf (ymaws.com)

</div>

Kryterion Test Center Process:

<div align="center">

frm-010-06_kryterion_test_ce.pdf (ymaws.com)

</div>

On-Line Proctoring

Online proctoring allows candidates to take the exam at a location and time of their choosing, using their own computer. The exam is monitored by a remote proctor that observes the candidate through video and audio during the entire exam session. For security monitoring the exam sessions are also recorded.

Online proctoring provides flexibility in selecting a convenient date, time, and location. Note that all the same security rules apply whether candidates take the exam at a test center or by online proctoring. Candidates choosing online proctoring must plan to take the exam in a private room where they will not be disturbed during any point during testing.

Visit https://kryterion.force.com/support/s/Videos?language=en_US to view videos and learn more about the live online remote proctored exam experience.

Candidates must meet the following technology requirements in order to take the exam via online testing:

- A well-working desktop or laptop computer with a minimum of 50MB available space and updated with the latest available Operating System through Windows or MAC.

- Tablets, Chromebooks, and cell phones do not meet the requirements.

- A high-speed internet connection. A wired internet connection is recommended as a wireless internet connection may not offer enough speed.

- A web cam. Any built-in or external, working webcam with 720p resolution (a laptop camera is acceptable).

- Working speakers connected to the computer.

- A microphone connected to the computer (consider a webcam with a built-in microphone).

- Browser compatibility: Internet Explorer 11, Google Chrome, Firefox, or Safari.

How to Test Your Equipment:

To test your current Internet connection speed: Open: http://test.kryteriononline.com/webcam-checker/ and follow steps 1-6 to measure your connection speed and compare your results to the required speeds.

Kryterion does not permit the use of virtual machines for Online Proctored (OLP) exams. Use of a personal (non-work-related) computer and network are recommended. Office networks and systems frequently employ security settings that interfere with the Kryterion browser/security software required to conduct secure OLP exams – even for individuals with administrative user accounts. You must disable all software that could interfere with your online proctored exam session. This includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth, and TeamViewer.

- **REQUIRED:** A webcam (internal or external) and ability to download browser/security software
  - Step 1   Log-on at http://webassessor.com/NPMA
  - Step 2   Select Register for an Exam > click on + beside appropriate exam > click Schedule Now
  - Step 3   Select time zone, date, and preferred start time
- Read and agree to Candidate Confidentiality and Non-Disclosure Statement
- When scheduled candidates go to http://webassessor.com/NPMA , log-on and click My Exams.
- Exam is list under Scheduled Exams, and click Launch
  - o   Candidates will be required to show a photo ID to the proctor via their computer camera

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- o Proctors physically scan room via camera to ensure no books or reference materials are present
- o Candidates browsers are locked down during testing session
- o All test sessions are recorded
- o Proctors monitor candidate for throughout the exam and can suspend or stop exam for any suspected or detected breaches or issues
- Upon completion of the exam and survey, a Score Report is emailed to the candidate. Successful CPPS/CPPA/CPPM certificants will immediately receive electronically the digital badge and certificate.

Test Centers

- Select a nearby Test Center at: https://www.kryteriononline.com/locate-test-center
  - Step 1   Log-on at http://webassessor.com/NPMA
  - Step 2   Select Register for an Exam > click on + beside appropriate exam > click Schedule Now
  - Step 3   Select time zone, date, and preferred start time
- Read and agree to Candidate Non-Disclosure Statement
- Candidates will receive an Authorization Code via email which should be taken to Test Center on exam day.
- Candidates are required to bring a photo ID with them to the Testing Center, which the proctor verifies and records.
- The proctor will provide the candidate a document to read in the waiting area while the proctor loads their exam on the workstation in the testing room. This document prepares the candidate for the test.
- Candidates will be asked to place all personal items, except their identification, in a locking file cabinet or compartment. Personal belongings include bags, purses, keys, wallets, hats, briefcases, books, cell phones, calculators, portable electronic devices, watches, and any type of firearms.
- Once their test has been loaded, the proctor will escort the candidate to the workstation in the testing room and they may then begin their test.
- When the candidate is finished, they are prompted to notify the proctor that they have completed the test. The proctor will then complete checkout process.
- Upon completion of the exam and survey, a Score Report is emailed to the candidate. Successful CPPS/CPPA/CPPM certificants will immediately receive electronically the digital badge and certificate.

Test Security

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All candidates are required to present a valid, government issued, photo identification prior to testing. Acceptable forms of primary identification must have a photograph and signature. Examples include: government-issued driver's license, passport, citizenship card, military identification card. The name and photo on the identification presented must match the test taker. Candidates will not be permitted to test without proper identification and all fees will be forfeit.

Candidates are always required to follow all testing rules. Failure to follow these rules may result in testing session termination or suspension, exam score invalidation, and/or disciplinary action.

- Test center candidates must arrive at the test site at least 15 minutes prior to the scheduled start of the exam. Late arrivals may not be accommodated. Online candidate must be prepared to start on time. Fees are not refunded for missed exam appointments.

- Candidates must present acceptable identification. Please see the requirements above.

- No study materials, documents, or notes of any sort are permitted in the examination area. Test center candidates are not permitted to remove any materials from the examination area.

- Candidates are observed at all times during testing and should be aware that security procedures are in place and will be enforced.

- Candidates may not bring any electronic devices, notes, or reading material into the examination area. Cell phones, backpacks, purses, and other personal items are not permitted. Test center candidates are encouraged to leave these items at home when possible. Items brought to the test center will be placed in a secure area that is not accessible to the candidate during the examination session. Online testing candidates cannot have prohibited items in view or within reach.

- No questions concerning the content of the examination may be asked in the examination area before, during, or after the exam. Proctors are not qualified nor are they permitted to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g. time limit) but cannot interpret or explain any information on the exam.

- All candidates are expected to answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate during the exam. Any violation of this policy is misconduct/cheating. Any candidate engaged in this behavior may be subject to test session termination and/or score cancellation and may not be allowed to sit for future administrations of the exam. See the disciplinary policy for additional information.

- No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is a violation of ethical responsibilities and subject to the disciplinary policy. It is also a violation of copyright law and exam security rules.

- Candidates should dress comfortably. While all test sites strive to ensure the exam is given in a room that is neither too hot nor too cold, candidates traveling to a test site should be prepared with appropriate layered attire.

- No food or beverage is permitted in the examination area.

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- Candidates may not communicate with anyone except the proctor during the exam.

- Candidates are not permitted to bring guests, including children, to the testing center or into the testing area for online tests.

- Candidates should complete their exams quietly, without disturbing others.

Candidate Non-Disclosure Electronic Statement

CONFIDENTIALITY AND NON-DISCLOSURE STATEMENT
I 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. NPMA exam information (questions and answers) shall be treated as confidential, and I agree not to reproduce or discuss 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.

Late Cancellations will result in a late fee payable by you to Kryterion as follows:
On-line exams with 24-hours - $40.00-----Test Center exams within 72 hours - $75.00

☐ I agreed to allow exam proctors to pan my exam room and work surface

☐ I acknowledge that I have read and understood all the information stated in the above text box and agree to abide by these terms and rules.

CANCELLATION/RESCHEDULING

Cancellation or rescheduling of exams is done by candidates by following these steps:

Step 1   Log-on at http://webassessor.com/NPMA

Step 2   Select My Exams > locate applicable exam > click cancel/reschedule

IMPORTANT NOTE: Late cancellations/reschedules will result in a "**late fee**". The fee is paid by you to Kryterion

- On-Line Proctored Exams are late if within **24-hours** of scheduled exam
- Test Center Exams are late if within **72-hours** of scheduled exam

NPMA complies with the Americans with Disabilities Act (ADA) of 1990. NPMA and its testing vendor will provide candidates with disabilities covered by this Act with reasonable accommodations made specifically to meet their needs. NPMA requires documentation to validate the type and severity of a disability to enable accommodations to be specifically matched with the identified functional limitation, in order to provide equal access to exam functions for all examinees.

Candidates who may require accommodations shall complete the Special Testing Accommodations (ADA) Request Form (Appendix A) to notify NPMA Staff during the application process (Electronic version available at: https://www.npma.org/page/Certification). Candidates must contact NPMA Staff before scheduling the examination as arrangements for special accommodations may take up to 30 days to coordinate. NPMA Staff will provide details of the request to the VP of Certification. The VP of Certification will consult with others (i.e., Kryterion the test administrator) as needed to develop a plan to reasonably accommodate the needs of the candidate without jeopardizing the integrity or security of the examination. NPMA Staff will communicate the plan with the candidate and Kryterion the test administrator.

The information provided by candidates will be treated with strict confidentiality and will not be shared beyond NPMA and NPMA's testing vendor (Kryterion).

EXAM SCORING

Exam Scores

The computer scores CPPS,CPPA and CPPM exams taken on-line or in a test center. Results are computed immediately and supplied by a Score Report emailed to candidate upon completion of the exam. NPMA Staff update the examinee's profile with the exam score posted. Passing scores for the modular exams are as follows:

CPPS- Score Percentage   61%
CPPA- Score Percentage 64%
CPPM- Score Percentage 75%

The scoring method used for the CPPM situational judgment items , multiple choice (single best answer) questions for the CPPM exam requires critical thinking skills. The examinee selects the single best answer with scoring as:

- Best Possible Option — (4 points) Comprehensive solution
- MQC Response — (3 points) Meets situational expectations
- Better Option — (2 points) Partially addresses issue(s)
- Least Correct — (1 point) Only indirectly addresses the situational issue

Exam scores will not be delivered over the phone and results are not released to anyone other than the candidate who took the examination unless written consent is provided.

Understanding Exam Scores

A criterion-referenced standard setting process is used to establish the passing point for the exam. This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are not graded on a curve and do not compete against each other or against a quota.

The exams are designed to measure overall performance.

4.0 How to Study for the Exam

All candidates are encouraged to review the exam content outline in preparation for the exam. Content outlines are in Appendix C of this handbook.

The NPMA CGB oversees exam development independently from any review course, study guide, or exam preparation resource. The CGB does not require, provide, accredit, or endorse any specific study guide, review course, or other examination preparation products. CGB members and the Subject Matter Experts involved in developing the exams do not have any involvement in creating, approving, endorsing, or providing study guides, review courses, or other exam preparation products.

REVIEW COURSES

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

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

OPTIONAL 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.

NPMA does have practice exams, which are available to all candidates. This practice exams were written by NPMA SMEs at the same time and under the same standards as the actual exams. It was decided that this practice set of questions would never be used for the actual certification exams. The practice exams are an example only and will not give candidates an advantage over those who do not take the practice exams. It is intended to give candidates an idea of the format of questions on the exam.

The NPMA VP of Professional Development manages review material development and updates independently from the development of the examinations. Review materials are developed independently from the exams and are not endorsed, approved, or reviewed by the CGB.

Other than the materials available for the CPPS and the CPPA, there are no known additional, reference materials available related to the Certified Professional Property Manager (CPPM) exam. The requirement to be an active CPPS along with the requisite years of experience should help the minimally qualified candidate to sit for the CPPA Exam. The requirement to be an active CPPS and CPPA along with the requisite years of experience should help the minimally qualified candidate to sit for the CPPM Exam.

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These review 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.

5.0 Retesting of the NPMA Property Certification Program Exams

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.

Step 1   Candidate purchases retake exams at: https://www.npma.org/page/Certification
Step 2   Upon completion of purchase candidate receives a Voucher Number to use for scheduling of exam (follow process beginning on page 6 above for scheduling and taking retake exam)

CPPS Application and Exam Fee (non-refundable)			
• Candidates have 90 days from the date of issue of the retake exam to complete each exam.			
CPPS & CPPA Retake Fees		CPPM Retake Fee	
$ 125 Member	$200 Non-Member	$ 175 Member	$250 Non-Member

NPMA believes the 30-day retake policy allows 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.

6.0 Maintaining NPMA Property Certification – Recertification

(Details and Renewal Application form available electronically at: https://www.npma.org/page/CertificationRenewal)

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. Certificants will receive an expired credential warning email monthly beginning 6 months before their certification expiration date. However, it is the certificants responsibility to keep up with expiration dates and renewal requirements and notify NPMA of email address changes. On the expiration date the certificant will be notified they are no longer certified and must stop using the Certification mark immediately (CPPS, CPPA, or CPPM). The credential will not be deleted and will maintained in NPMA records. The credential can still be viewed by the certificant and other people with whom the certificant has shared, but it will appear to viewers with a message indicating that it has expired. If certificant renews your credential, the display will be updated.

Grace Period

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The best time to submit a certification renewal application and supporting documentation is 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

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:

- Certificate expiration date appears on Certificate and in Member profile. Email reminder notices are sent by NPMA to certificants several weeks prior to expiration.
  NOTE: it is the certificants responsibility to ensure renewal is obtained by the renewal date.
- Certificant completes renewal Form, obtains required signature and documentation, and submits electronically at: https://www.npma.org/page/CertificationRenewal
- NPMA VP of Certification, or a designated review team, reviews the application and supporting documentation for validity and completeness.
- 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 decide and NPMA Staff will document the result in the Certificant's records and so notify the certificant.
- If Certificant does not meet the required criteria for renewal of their current certification level but do meet the required criteria for the previous level, they will receive a reduction in certification level:
  - CPPM renewals require 4 criteria - CPPM renewal applications with only 3 qualifying criteria will be awarded the CPPA. CPPM renewal applications with only 2 qualifying criteria will be awarded the CPPS
  - CPPA renewals require 3 criteria - CPPA renewal applications with only 2 qualifying criteria will be awarded the CPPS
  - CPPS renewals require 2 criteria - CPPS renewal applications with only 1 qualifying criterion lose their certification credential and will have to test to restate.

- 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.

CPPS/ CPPA/CPPM Renewal Fee (non-refundable)
• All certifications must be renewed ever 5 years

CPPS, CPPA & CPPM Renewal Fee		Renewal Late Fee
$ 75 Member	$125 Non-Member	$ 100

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.

The Property Certification Renewal Application includes 7 possible qualifying criteria. To be eligible for certification renewal, certificants must be able to demonstrate completion of the specified number of qualifying criteria for their highest attained certification in the previous 5-year period as follows: (It is expected that the higher the certification level, the certificants should be more knowledgeable, contributing, serving, and actively participating in their profession.

- CPPS – 2 qualifying criteria
- CPPA – 3 qualifying criteria
- CPPM – 4 qualifying criteria

RECERTIFICATION REQUIREMENTS

Continuing Education Units (CEUs)

The purpose of continuing education is to require that certified individuals stay abreast of evolving knowledge and skills in the profession, and to promote the ongoing competency of those certified

- Must contain content directly related to the practice of property/asset management or fleet management or personal development as it relates to these subjects

- Must contain significant intellectual or practical content intended to improve a participant's professional competence

- Must contain current, high-quality information, preferably evidence-based, designed to increase or enhance knowledge

- NOTE:

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- o Programs or activities designed to meet initial or ongoing conditions of employment and programs that deal with the internal operating procedures of an organization or work-site specific procedures do not qualify for continuing education credit for certification renewal

- o Broad-based programs, where the property or fleet manager is not the target audience, may be approved for only partial credit or may not be approved

CATEGORY	SUB-CATEGORY	ACTIVITY	NUMBER OF CEUS TO BE AWARDED	REQUIRED DOCUMENTATION
A	Attendance	Education courses, Workshops, Seminars or Webinars from a university, college, government, industry, or professional organization *(e.g., NPMA, NCMA, NMA, AMA, DAU, APICS, etc.)* NOTE: University courses do not require CEUs. Candidate reports on Criteria 4 on the Certification Renewal Form with transcript	1 hour of instruction is equal to 1.0 CEU	Proof of attendance and/or completion and numbers of hours
B	Presentations	Serving as a speaker or panelist at seminars or conferences, etc. in the areas of Property or Fleet Management from a university, college, government, industry, or professional organization *(e.g., NPMA, NCMA, NMA, AMA, DAU, APICS, etc.)*	1.0 CEU per hour of presentation, a maximum of 2.0 CEUs allowed for each presentation	Photocopy of brochure/flyer showing participation or letter of verification from event host
C	Publications	Authoring/co-authoring articles, abstracts, chapters in books, Journals and/ or books Note: Item must be published	Articles: 1.0 CEUs for NPMA publications, peer-reviewed journals, and published Chapters: 3.0 CEUs per published book	Articles/Abstracts: Photocopy of periodical cover and first page of article/abstract, Chapters/ Books: Photocopy of book cover and table of contents
D	Personal Development	Soft skill career development / personal development type courses. Examples: people skills, communication skills, listening skills, leadership, time management, etc.	1 hour of instruction is equal to 1.0 CEU	Proof of attendance and/or completion
E	Certification Exam preparation	Serving as a Subject Matter Expert (SME) to conduct research and evaluations for exam writing and	2.0 CEUs	Verification provided by the CGB Director of Exams

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		standard setting studies		

All programs submitted for Continuing Education Unit approval must meet the following criteria:

- be held in an organized and structured setting

- be planned to fulfill a specific educational need

- have a clear purpose and objective

- have qualified instructional personnel directly involved in conducting the course or educational activity

Ineligibilities

- Credit programs carrying academic credit, either secondary or collegiate (Note: CEUs not required – Candidate reports on Criteria 4 on the Certification Renewal Form with transcript)

- Committee meetings, delegate assembly, or other business meeting type activities

- Entertainment or recreational/athletic activities

- Cultural performances and social events

- Pre-examination preparation activities such as study groups

- CEUs will NOT be awarded to an individual participant in a CEU-approved program: 1) who fails to demonstrate satisfactory achievement, or 2) who fail to provide evidence of participation or 3) who fails to complete the activity

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. Federal Regulations, Executive Orders, State and Local Government Regulations and OMB Circulars regulate the property profession. 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.

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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?*

EMERITUS STATUS

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

7.0 Additional Important Policies for the NPMA Property Certification Candidate

CONFIDENTIALITY

Confidential Information

Confidential information of a personal nature, such as: email address, mailing address, phone number, application status, and exam score(s) 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 the individual completes a written release request or as required by law. When information is required by law to be disclosed, the individual will be notified in advance of the required information release, unless such notification is prohibited 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 results are provided to the examinee immediately after exam is successfully completed by the Webassessor system. Exam results will not be given over the phone. Only the candidate, NPMA Staff and the Director of Exams have access to exam results.

Release of Information

Certification levels, certificate numbers and expiration dates are not considered to be confidential information. Requests for confidential information are received by the NPMA Staff. Staff completes the SmartSheet Certification Authorization Release Form and sends to Certificant. Certificant indicates yes or no to release information, signs with an electronic signature and submits back to staff. NPMA Staff shall not release any confidential or personal information without the written consent of the individual or as required by law. Staff will not disclose email, mailing address, or birthdate of certificants.

Exam results are posted on the candidate/certificants individual record (profile) and are only accessible with the candidate/certificants password.

Changes to Contact Information

Candidates and certificants are responsible for maintaining their mailing and email addresses with NPMA. Communications, notifications, confirmations, and reminders are sent to the email address on file.

ADHERING TO THE NPMA CERTIFICATION PROGRAM CODE OF CONDUCT

FRM-011-03 CERTIFICATION CODE OF CONDUCT

The NPMA Certification Program Code of Conduct as adapted by the Certification Governing Board (CGB) establishes the following Code of Conduct expectations for all persons who are candidates, examinees, or certificate holders of the three NPMA Certifications Programs: CPPS, CPPA, and CPPM, in addition to persons responsible for all aspects in creating and maintaining the Certification Programs and exams including: CGB committee members, Staff, SMEs, Graders, and Consultants. These individuals shall:

1. Abide by exam testing rules and policies, including NPMA Certification Program Candidate Handbook.
2. Avoid engaging in prohibited conduct while taking the exam. Prohibited conduct includes but is not limited to:
   a. The use of study materials or notes containing examination information in the testing room;
   b. Disclosure of confidential information related to the content of the exams, including questions, scenarios and cases to colleagues, exam candidates and others.
3. Provide accurate and truthful information directly or indirectly related to all aspects of the NPMA Certification Program, including but not limited to the following: examination applications, registrations, work summary forms, exams and recertification forms.
4. Report to the staff any type of exam-related security or misconduct issues that may be observed or be made aware of. Report shall include all pertinent and actual facts related to the incident, and the name of other persons who may be involved or have information related to the incident, Report must be emailed to: **certification@npma.org**

Candidates Professional Practice Responsibilities

5. Provide accurate, truthful advertising and representations concerning qualifications, experience and performance of services.
6. Render only those services for which you are fully competent and qualified.
7. Comply with laws, regulations, and ethical standards governing professional practice in the state/province and/or country when providing Property Management.
8. Respect the trust and privileges granted to you.

Advancement of the Profession Responsibilities

9. Recognize and respect intellectual property developed or owned by others and to act in an accurate, truthful, and complete manner in relation to all professional work and research activities.
10. Report and disseminate the Code of Conduct and Professional Standards.
11. Avoid professional association with those whose practices or reputation might diminish the property management profession.
12. Take care not to injure the reputation of other professionals through malice or indifference.
13. Maintain your competence; keep your skills and knowledge current.

Qualifications, Experience, and Performance of Professional Duties

14. Render only those services for which you are fully competent and qualified.
15. Maintain and satisfy the scope and objectives of professional service.
16. Maintain and respect the confidentiality of sensitive information obtained in the course of professional activities or otherwise where a clear obligation exists.

Conflict of Interest Situations and Other Prohibited Professional Situations

17. Ensure that a conflict of interest does not compromise legitimate interests of NPMA, and the NPMA Certification Program or influence/interfere with professional judgments.
18. Refrain from offering or accepting inappropriate payments, gifts or other forms of compensation for personal gain.

Candidates and certificant infractions or violations may be grounds for sanction per   PRO-002 NPMA Certification Program Candidate Handbook, Disciplinary Policies

To report suspected compliance violation or concerns use form below (available electronically at http://npma.org)

<u>Reporting Suspected Compliance Violation or Concerns</u>

You may report anonymously or elect to furnish contact information below. Please furnish as much detail as possible so the situation can be thoroughly reviewed and investigated. All information will be held in strict confidence. Form available for electronic submission at http//npma.org.

Describe the suspected violation or concerns (use additional sheets if necessary and provide copies of any documents that help explain the situation).

Name(s) of Person(s) and/or Location involved:

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DISCIPLINARY POLICIES

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 VP of Certification and CGB Chair, for preliminary review to determine what, if any, action is to be taken. Upon receipt and preliminary review of a complaint, VP of Certification and the CGB Chair may conclude, in their sole discretion, that the submission:

- falls outside of the scope of the NPMA Discipline process and the CGB's purview,

- contains unreliable or insufficient information, or

- is patently frivolous or inconsequential

In such cases, the VP of Certification and the CGB Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the CGB for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the VP of Certification and the CGB Chair to its submitter, if the submitter is identified. All such preliminary dispositions are reported to the CGB at its next meeting.

Preliminary review will be conducted within 7 business days of receipt of the complaint.

If a submission is deemed by the VP of Certification and the CGB Chair to be a valid and actionable complaint, the CGB Chair will see that written notice is provided to the certificant whose conduct has been called into question. The individual whose conduct is at issue will also be given the opportunity to respond to the complaint. The CGB Chair also will ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the CGB.

Discipline Process

Disciplinary Complaint Submission

Violations or Ethics issues shall be reported in writing or by using the "Reporting Suspected Compliance Violation or Concerns" Form and submitted to the VP of Certification and/or Staff.

Complaints may be submitted by any individual or entity. Reporting of violations or concerns may be submitted anonymously. The Report shall furnish as much detail as possible so the situation can be thoroughly reviewed and investigated. All information will be held in strict confidence. Form available for electronic submission at http://www.npma.org and should include:

- Description of the suspected violation or concerns (use additional sheets if necessary and provide copies of any documents that help explain the situation).

- Name(s) of Person(s) and/or Location involved:

- Optional: Your name and contact information:

- May investigators contact you if we have questions? Yes ___ or No ___

- If yes, contact information

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, provincial, or local government agencies may be made about the conduct of the certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Grounds for Sanctions

<u>Candidates and Certificants</u>

Candidates agree to adhere to the Code of Conduct during the Application process. Candidate ethical infractions/violations may include, but are not limited to:

- Violations of the Code of Conduct
- Violations of CGB rules, requirements, and/or policies
- Falsifying application data, or any material information requested by the CGB
- Cheating
- Breaking confidentiality/non-disclosure agreement
- Misrepresentation of certification status, including abuse of logo

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
- Breaking confidentiality/non-disclosure agreement

Process Involving Candidates or Certificants

Staff

↳ Receives Report
↳ Reviews for completeness
↳ Forwards to VP of Certification and CGB Chairperson

VP of Certification and CGB Chairperson Complete Preliminary Review (see section above)

↳ Reviews Report
↳ VP of Certification gathers facts and additional details as needed and notifies CGB Chairperson
↳ Within 7 business days, VP of Certification and CGB Chair decide if the complaint is actionable (see Preliminary Review section above)
↳ If investigation is to be conducted, appoints Review Committee, and provides information:
  o For each complaint that the VP of Certification and CGB Chair concludes is a valid and actionable complaint, the CGB authorizes an investigation by the Review Committee into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

↳ If no action is to be taken, notifies staff

Review Committee

↳ The Review Committee is composed of 3 or more individuals, as follows:

- o Review Committee members may, or may not be, members of the CGB
- o Have no known conflict of interest and agree to sign a conflict of interest and confidentiality agreement
- o If the subject of the complaint is a member of the CGB, the Review Committee members will not be CGB members

↳ Initially confirms whether it is appropriate to review the disciplinary complaint under this policy, or whether the matter should be referred to another entity engaged in the administration of law

↳ Establishes a timeline for the investigation, for responses, and for providing any additional information to the Review Committee.

↳ Conducts additional investigation, as needed. The Review Committee may be assisted by members of the CGB, NPMA staff, and/or legal counsel. The CGB Chair exercises general supervision over all investigations.

↳ Reviews violation in accordance with Code of Conduct, NPMA Certification Program Guide, and Candidate Handbook

- o The individual submitting the complaint and the candidate or certificant who is the subject of the investigation may be contacted for additional information with respect to the complaint.
- o The Review Committee, or the CGB on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

↳ All investigations and deliberations of the Review Committee and the CGB are conducted in confidence, and they are conducted objectively, without any indication of prejudgment.

↳ An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant.

↳ Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Review Committee and CGB may consult their own counsel.

↳ Candidates or certificants who are found to bring frivolous complaints against other certificants or NPMA may be subject to disciplinary action by the CGB, up to and including revocation of certification.

↳ Review Committee Recommendation:

- o The Review Committee generates a written recommendation for action to the CGB
- o The recommendation includes (1) whether or not the CGB should make a determination that there has been a violation and (2) the imposition of an appropriate sanction if a violation was found.
- o When the Review Committee recommends determination of a violation, a proposed determination with a proposed sanction is prepared under the supervision of the VP of Certification and is presented by a representative of the Review Committee to the CGB along with the record of the Review Committee's investigation.
- o If the Review Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the candidate or certificant and the

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individual or entity who submitted the complaint; a summary report is also made to the CGB.

CGB

↳ The CGB reviews the recommendation based on the record of the investigation
- o The CGB may accept, reject, or modify the Review Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed.
- o The CGB may consult with an attorney, as needed
- o Presents summary and recommendations to CGB for vote. Recommendations pass with a 2/3 vote of the quorum

↳ If the CGB decides that a violation has occurred, written notice is sent to the candidate/certificant. Written notice includes the determination and the imposition of the sanction. Written notice is also sent to the submitter of the complaint if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the CGB.
- o In certain circumstances, the CGB may consider a recommendation from the Review Committee that the candidate or certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Review Committee to make such a recommendation and of the CGB to accept it are within their respective discretionary powers. If such an offer is extended, the candidate/certificant at issue must submit the required written assurance within 30 days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the CGB.

↳ If the CGB votes that no violation has occurred, the candidate/certificant and the complaint submitter are notified.

Staff

↳ Assists with any actions as directed by the VP of Certification or CGB Chairperson
↳ Documents Complaint details in SmartSheet

Subject Matter Experts (SME), Exam Writers and Graders

Subject Matter Experts (SME), Exam Writers and Graders ethical infractions/violations may include, but are not limited to:

- Providing exam assistance to a candidate
- Facilitating cheating by a candidate
- Plagiarism
- Breaking confidentiality/non-disclosure agreement

CGB Members and CGB Chairperson

CGB Members and CGB Chairperson ethical infractions/violations may include, but are not limited to:

- Providing exam assistance to a candidate
- Any action which violates the NPMA Certification Program Guide
- Breaking confidentiality/non-disclosure agreement

Disciplinary Actions

Disciplinary actions may include, but are not limited to:

- A written warning to the person(s) involved
- Delayed eligibility to take certification exam(s)
- Permanent ineligibility to take certification exam(s)
- Suspension of the certification for a designated period
- Revocation of certification credential
- Removal from responsibilities (e.g., SME, exam writers or graders)
- Removal from CGB
- Results may be provided to the NPMA Executive Board

Certificants who have been terminated will have their certification revoked and may not be considered for NPMA certification in the future. If certification is revoked, all certificates and any other materials requested by the CGB must be returned promptly to the CGB.

APPEALS PROCESS FOR DISCIPLINARY DETERMINATIONS

NPMA CGB Policy Pol-5-007

Any person(s) involved in the infraction will be permitted to submit a written appeal with substantiating documentation to the CGB Appeals Committee. All Appeals received and addressed are considered confidential and all records will be kept secure.

Appeals must be submitted in writing to certification@npma.org within thirty (30) calendar days after notification of the adverse decision.

The Appeal Committee may only review whether the determination by the CGB of a violation of the certification program policies and/or rules was inappropriate because of:

- material errors of fact, or

- failure of the Review Committee or the CGB to conform to published criteria, policies, or procedures.

The individual submitting the appeal 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,

- The basis of the appeal as it related to either a material error of fact or failure of the Review Committee or CGB to conform to their published criteria, policies, or procedures, and

- All reasons why the action or decision should be changed or modified

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Disciplinary Appeals Process

Upon receipt of a request for appeal, the Director of Appeals establishes an Appeals Committee consisting of at least three, but not more than five, individuals. No current members of the Review Committee or the CGB may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee.

Appeal Procedure:

Only facts and conditions up to and including the time of the CGB's determination as represented by facts known to the CGB are considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the CGB and the Appeal Committee. The CGB and Appeal Committee may consult legal counsel.

The Appeal Committee conducts and completes the appeal within 90 days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the member and of the CGB.

Submissions are made according to whatever schedule is reasonably established by the Appeal Committee.

The decision of the Appeal Committee either affirms or overrules the determination of the CGB but does not address a sanction imposed by the CGB. The decision of the Appeal Committee, including a statement of the reasons for the decision, is reported to the CGB.

The Appeal Committee decision is binding upon the CGB, the individual who is subject to the decision, and all other persons.

COMPLAINTS AND ACKNOWLEDGEMENT

Process for Complaints

Complaints are accepted regarding the certification application process, testing experience, certification program staff, or other elements of the certification program.

Complaints must be submitted in writing and include sufficient objective evidence to substantiate the claims and allow for a decision to be made and appropriate action to be taken. VP of Certification will require further information for complaints submitted without sufficient detail.

Acknowledgement will be sent via email within 5 business days of receipt. The acknowledgement shall include a description of the Complaint process and will advise the individual that status reports and/or a final determination will be sent regarding the Complaint, if applicable.

Action to resolve the issue and communicate the resolution to the individual will occur within 30 calendar days.

Process for Adverse Decisions

A request for reconsideration may be submitted for adverse decisions including:

- Eligibility

- Exams and exam scores
- Recertification
- Missing renewal deadline
- Exam 90-day deadline
- Retesting 30-day wait period

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.

Requests may be submitted by email and must 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

NPMA Staff is responsible for routing all appeals through the appeals process to the VP of Certification.

The VP of Certification will review the request within 15 business days of receipt. If the issue cannot be resolved by the VP of Certification to the satisfaction of the individual submitting the request, then the request may be referred to the NPMA Reconsideration Committee for a final determination. All decisions by the Reconsideration Committee are final.

The Reconsideration Committee 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.

Examination Appeals

Complaints or appeals regarding exam administration may be submitted in writing following the process outlined above. Complaints or appeals regarding exam administration 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. Candidates can submit comments and feedback following exam administration related to specific exam items. This feedback will be considered during the exam development process. Because of the secure nature of exams, NPMA will not disclose examination questions. Candidates' responses to test questions (correct or not correct) will not be disclosed.

ANNUAL REPORTS

The CGB Director of Exams writes annual reports. 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.

APPENDIX A

FRM-006-04 Special Testing Accommodations (ADA) Form

NPMA provides testing accommodations in accordance with Disabilities Act (ADA) of 1990, as amended for individuals with documented disabilities who request and demonstrate the need for accommodation as required by law. ADA regulations define a person with a physical or mental impairment that substantially limits one or more major activities. NPMA requires documentation to validate the type and severity of disability to enable accommodations to be specifically matched with the identified functional limitations to provide equal access to exam functions for all examinees. Refer to the full NPMA Special Accommodations policy for complete policy information.

The following guidelines apply:

- Supporting medical documentation is your responsibility and is prepared and obtained at your expense.
- Do not schedule your exam until you receive written notification that accommodations have been approved by NPMA. Approval may take 30-day.

Accommodations will <u>NOT</u> be added retroactively to previously scheduled exam appointments and exam fees will NOT be refunded.

Special Accommodations must be requested in advance by submitting this Special Testing Accommodations Form.

Request for Testing Accommodations

First Name	Last Name	Credentials
Employer		Job Title
Address		
City	State/Province	Zip/Postal Code
Country	Mobile Phone	Work Phone
Email		

<u>Special Testing Accommodations</u>

I request special accommodations as follows (check all that apply):

☐ Special seating or other physical accommodation
☐ Extended exam time
☐ Separate exam room
☐ Other (please describe): _____

Candidate's Name	Signature	Date

Professional Documentation

Professional evaluation must have been made no earlier than 3 years prior to application.

I have evaluated _____ **on** ____ / ____ / _____ **in my**
candidate name   date

capacity as a_____. **I have been informed of the nature of the**
professional title

examination to be administered. It is my opinion that because of this candidate's disability, as described below, he/she should receive the special testing accommodations requested above.

Description of disability (please attach any supporting documentation):

_____

_____

_____

If extra exam time is recommended, please specify the amount of time requested (e.g., 1 extra hour):

_____

Professional's First Name	Professional's Last Name	Credentials
Professional License Number	State/Province of Issue	
Employer		Job Title
Address		
City	State/Province	Zip/Postal Code
Country	Mobile Phone	Work Phone
Email		
Printed Name	Signature	Date

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APPENDIX B

FRM-002-04 Work Experience Form

Work Experience Summary

Please type the requested information below. Signature required by both the candidate and the candidate's supervisor.

Name: **Date:** Click or tap to enter a date.
(First and last name)

CPPA requires a minimum three years of experience in seven functional areas. CPPM requires a minimum of six years of experience in seven functional areas.

Check the certification level(s):   CPPA ☐   CPPM ☐

Submit Work Summary in one of the following ways:

- Upload PDF of signed summary here
- **Digital signatures accepted**

Allow up to 10 business days for review after submission. Notification will be provided to state whether the work experience meets the criteria for certification eligibility. Contact NPMA for questions or additional information at (404) 477-5811 or certification@npma.org.

Functional Area of Personal Property Management

Choose seven functional areas from the listing below and describe job responsibilities. Click here to see descriptions for each functional area.

Acquisition	Identification	Records
Audits	Loss investigation/reporting	Recycling Process
Business Continuity Planning	Maintenance	Reporting
Consumption	Material Management	Requirements Planning
Contract Management	Movement and Transfers	Risk Management
Database/Systems Management	Physical Inventory	Screening and Excessing
Disposition and Retirement	Policy/Procedure Writing	Self-Assessment
Environmental Considerations	Property/Contract Closeout	Standards Development
Export Control	Property/Fleet Accountability	Storage and Warehousing
Financial Accounting	Property/Fleet Training Development	Subcontract Management
Fleet Management	Receiving	Utilization

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Click on the drop-down to choose the applicable functional area. Describe functional experience, unique to each chosen function, in 75 to 100 words. For example, Accounting and Accountability are two very different functions and the responsibilities for each job should reflect those unique requirements. Document applicable years of experience (CPPA/3, CPPM/6) for each of the seven chosen functional areas. Eligibility experience must be clearly demonstrated for work summary experience to be approved. ***-**Denotes a required field.

<u>Function 1*:</u> Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

<u>Function 2*:</u> Choose Function

Company/Agency Name*:   Job Title*:

Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:

Month/Year   From: To:

Company/Agency Name: Job Title:

Month/Year   From: To:

Describe job responsibilities for this functional area:

<u>Function 3*:</u> Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

Function 4*: Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

Function 5*: Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

Function 6*: Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

<u>Function 7*:</u> Choose Function

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe job responsibilities for this functional area:

<u>CPPM Candidates Only</u> – Management Experience

Company/Agency Name*:   Job Title*:
Month/Year **(MM/YYYY)**   From*:   To*:

Company/Agency Name: Job Title:
Month/Year   From: To:

Company/Agency Name: Job Title:
Month/Year   From: To:

Describe management responsibilities (four years of management experience required):
Note: Managerial experience means supervision, decision-making, or management of resources. This includes project management, program management, financial management, team leadership and sole property manager in an entity.

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

Candidate Signature: _____

Candidate Supervisor/Manager Signature: _____
(Print/Sign/Date)

APPENDIX C
Exam Blueprints for the CPPS, CPPA & CPPM

CPPS Exam Blueprint - 2022	Final Recommendations	
Domain, Sub-Domain, and Task	Items	Exam Weight
Domain 1 Property Management	15	15%
1.01: Business Requirements	9	9%
1.02: Plan Implementation	6	6%
Domain 2 Control: Ownership, Responsibility, Accountability	33	33%
2.01: Acquisition	7	7%
2.02: Receiving	6	6%
2.03: Identification	4	4%
2.04: Movement and Transfers	4	4%
2.05: Consumption	3	3%
2.06: Utilization	2	2%
2.07: Maintenance	2	2%
2.08: Reporting	4	4%
2.09: Risk Management	1	1%
Domain 3 Records	12	12%
3.01: Computer Systems	5	5%
3.02: Records	7	7%
Domain 4 Inventory Management	16	16%
4.01: Physical Inventory	10	10%
4.02: Storage and Warehousing	6	6%
Domain 5 Life Cycle Management	9	9%
5.01: Audits	4	4%
5.02: Contracts and Agreements	2	2%
5.03: Environmental Considerations	3	3%
Domain 6 Excess/Surplus and Screening	15	15%
6.01: Excess/Surplus and Screening	7	7%
6.02: Disposal and Retirement	8	8%

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CPPA Exam Blueprint – 2022		Final Recommendations	
Domain, Sub-Domain, and Task		Items	Exam Weight
Domain 1	**Property Management**	**15**	**15%**
1.01	**Business Requirements**	**7**	**7%**
1.02	**Plan Implementation**	**3**	**3%**
1.03	**Value Added**	**3**	**3%**
1.04	**Voluntary Consensus Standards**	**2**	**2%**
Domain 2	**Control: Ownership, Responsibility, Accountability**	**39**	**39%**
2.01	**Acquisition**	**6**	**6%**
2.02	**Receiving**	**4**	**4%**
2.03	**Identification**	**3**	**3%**
2.04	**Movement and Transfers**	**3**	**3%**
2.05	**Consumption**	**3**	**3%**
2.06	**Utilization**	**3**	**3%**
2.07	**Maintenance**	**2**	**2%**
2.08	**Fleet Management**	**1**	**1%**
2.09	**Reporting**	**7**	**7%**
2.10	**Risk Management**	**3**	**3%**
2.11	**Requirements Determination**	**4**	**4%**
Domain 3	**Records**	**12**	**12%**
3.01	**Computer Systems**	**6**	**6%**
3.02	**Records**	**6**	**6%**
Domain 4	**Property Accounting**	**3**	**3%**
4.01	**Accounting**	**2**	**2%**
4.02	**Valuation**	**1**	**1%**
Domain 5	**Inventory Management**	**8**	**8%**
5.01	**Physical Inventory**	**6**	**6%**
5.02	**Storage and Warehousing**	**2**	**2%**
Domain 6	**Life Cycle Management**	**9**	**9%**
6.01	**Audits**	**5**	**5%**
6.02	**Contracts and Agreements**	**4**	**4%**
Domain 7	**Disposition**	**9**	**9%**
7.01	**Excess/Surplus and Screening**	**4**	**4%**
7.02	**Disposal and Retirement**	**5**	**5%**
Domain 8	**Regulatory Compliance**	**5**	**5%**
8.01	**Import/Export Control**	**2**	**2%**
8.02	**Environmental Considerations**	**1**	**1%**
8.03	**Internal Compliance**	**2**	**2%**

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CPPM Exam Blueprint -2022 Domain, Sub-Domain, and Task		Final Recommendations	
		Items	Exam Weight
Domain 1	Property Management	24	24%
1.01	Business Requirements	14	14%
1.02	Plan Implementation	6	6%
1.03	Value Added	2	2%
1.04	Voluntary Consensus Standards	2	2%
Domain 2	Control: Ownership, Responsibility, Accountability	25	25%
2.01	Acquisition	2	2%
2.02	Consumption	3	3%
2.03	Utilization	5	5%
2.04	Maintenance	2	2%
2.05	Fleet Management	2	2%
2.06	Reporting	2	2%
2.07	Risk Management	5	5%
2.08	Requirements Determination	4	4%
Domain 3	Records	11	11%
3.01	Computer Systems	7	7%
3.02	Records	4	4%
Domain 4	Property Accounting	4	4%
4.01	Accounting	3	3%
4.02	Valuation	1	1%
Domain 5	Inventory Management	7	7%
5.01	Physical Inventory	5	5%
5.02	Storage and Warehousing	2	2%
Domain 6	Life Cycle Management	17	17%
6.01	Audits	10	10%
6.02	Contracts and Agreements	7	7%
Domain 7	Disposition	7	7%
7.01	Excess/Surplus and Screening	3	3%
7.02	Disposal and Retirement	4	4%
Domain 8	Regulatory Compliance	5	5%
8.01	Import/Export Control	1	1%
8.02	Environmental Considerations	1	1%
8.03	Internal Compliance	3	3%

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