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National Property Management Association

Proctor Manual for Certification
Examination

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Introduction

Message to the Proctor

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

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

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

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

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

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

General Exam Information

CPPS

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

CPPA

The Certified Professional Property Administrator (CPPA) Certification level examination consists of two (2) 54 question, multiple choice exams-Module 3 and Module 4 Candidates

have 90 minutes to take each exam and may choose to either take them at the same sitting or separately

CPPM

The Certified Professional Property Manager (CPPM) Certification level examination consists of one (1) situational judgment, short answer exam. Candidates are given four property management scenarios and are asked questions related to the given scenario. Candidates have 4 hours to take the exam.

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

Proctor Qualifications

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

1. Persons with an active CPPM credential may be approved to proctor all levels of NPMA Property Certification.
 - a. CPPM proctors who allow their certification to lapse are no longer eligible to serve as a Proctor. To reinstate your CPPM credential, see requirements in the NPMA Certification Program Guide.
2. Other persons outside of the area of Property Management, such as, Human Resources, Training, etc., may be approved to proctor all levels of NPMA Property Certification.

- a Non-credentialed Proctors will not be eligible to take any NPMA Certification level exams for a period of 10 years after having completed their role as an NPMA proctor.
- b Non-credentialed Proctors may serve for one-time or may serve for an extended period of time, proctoring multiple-times for one specific group (i.e. company, corporation, branch of service, etc.) of candidates.

Responsibilities of the Proctor:

- Read and agreed to adhere to procedures outlined in this manual
- Complete on-line Proctor Application and Ethics Agreement
- CPPM Proctors and multi-serve “Other” Proctors (i.e. HR, Training, etc.) annually re-sign Ethics Agreement
- One-time HR Proctors (i.e. HR, Training, etc.) are required to sign an Ethics Agreement one time
- Receive and secure examinations, written or electronic
- Promptly respond to the candidate when contacted about proctoring an exam
- Report any procedure violations to the NPMA Certification Specialist at NPMA (see Appendix A)
- Conduct the examination according to steps outlined in this Manual
- Ensure that candidate is proctored in accordance with the steps and guidelines contained in this manual with minimal disturbance
- Obtain candidate’s signature on the Non-Disclosure/Confidentiality Agreement received with each exam
- Secure the sealed envelope received from the examinee, containing completed exam and related materials
- Disclose to the NPMA any instances of potential conflicts of interest and be recused when potential conflicts of interest arise
- **Shall not** administer exams to co-workers, staff or team members working in the same line of supervision, to avoid conflict-of-interest
- **Shall not** charge any type of fees for proctoring exams

Receiving Certification Exams and Passwords

Online Exams

- Candidate will receive an e-mail from NPMA Certification Specialist upon purchase, containing:
 - Name of Proctor
 - Exam version, and exam expiration date
 - Instructions for accessing the exam
- Proctor will receive an e-mail from NPMA Certification Specialist containing

- Name of candidate
- Exam version, exam expiration date and the exam password
- Instructions for administering the exam
- **FOR RETAKES:** Candidates must wait 30-days from unsuccessful exam attempt before retaking a failed exam. It is the Proctors' responsibility to ensure retake exams are not administered prior to the eligibility date posted on the email received from NPMA.

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

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

Written Exams

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

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

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

Preparation for Administering the Exam

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

- The exam location should be comfortable for the candidate: temperature, noise level, lighting, access to restroom facilities, and water
- All seating should be adequately space between candidates
- Online Exams – Make sure a computer is available
- Written Exams – Check the expiration date on the sealed envelope

- **FOR RETAKES:** Candidates must wait 30-days from unsuccessful exam attempt before retaking a failed exam. It is the Proctors' responsibility to ensure retake exams are not administered prior to the eligibility date posted on the email received from NPMA.

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

Administering the Exam

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

PROCESSING OF THE CANDIDATES

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

ADMINISTRATION OF EXAMS

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

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

On-line Exams:

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

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

Written Exams:

- Proctor provides sealed exam envelop to Candidate
- Candidate completes Non-Disclosure/Confidentiality Agreement and returns to Proctor for signature. Proctor returns all signed agreements to NPMA
- Candidate reads “Instructions to the Candidate”
- Candidate places exam booklet and completed bubble sheet into envelope, seals and returns sealed envelope to Proctor
- Proctor shall supply scratch paper as necessary. One piece of scratch paper per candidate is sufficient, Scrap paper shall be placed in envelope at the end of exam

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

ABSENCE FROM THE EXAM

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

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

details of the situation. Online Exams – the incomplete exams shall be closed and Proctor notifies NPMA of the situation.

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

Irregular Incidents

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

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

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

Violations and Disciplinary Actions

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

Appendix A - NPMA Certification Contact

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

Appendix B – Example – Proctor Application

Actual Proctor Application shall be completed online at:

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

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

Appendix C – Example - Ethics Agreement

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

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

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