NPMA is dedicated to ensuring fairness, impartiality, validity and integrity in the NPMA Federal Fleet Certification Program. The NPMA Certification Program is equitable and impartial with regard to access and availability. NPMA ensures fairness to all Federal Fleet 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.
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INFORMATION FOR CANDIDATES

1.0 Purpose

MISSION STATEMENTS

NPMA Mission

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

POPULATION

The NPMA has identified the target population as those individuals who are eligible for certification and have a desire to seek Federal Fleet management certification from NPMA:

- Certified Federal Fleet Specialist (CFFS)
- Certified Federal Fleet Administrator (CFFA)
- Certified Federal Fleet Manager (CFFM)

The NPMA certification is available to anyone, anywhere in the world who is seeking certification in the Federal Fleet profession, to include members and non-members alike. All certification exams and related materials are available in English only. Some examples of the titles held in the Federal Fleet profession are Fleet Manager, Fleet Controller, Transportation Manager, Transportation Safety Manager, Director of Fleet Services, Fleet Services Manager, etc. The target population must be minimally qualified to seek certification.

PURPOSE

The purpose of the NPMA Federal Fleet Certification is to enhance professional stature. NPMA Federal Fleet certification is designed to elevate professional standards, enhance individual performance, and designate those who demonstrate knowledge essential to the practice of Federal Fleet management.

The CFFS level certification is fundamental, intended for those who are new to the Federal Fleet profession or work in a specific Federal Fleet area.

The CFFA level certification is intermediate, intended for those who have a CFFS certification and at least 3 years of experience in the Federal Fleet profession.

The CFFM level certification is advanced intended for those who have a CFFA certification, at least 6 years of experience in the Federal Fleet profession and at least 4 years of managerial experience.

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

- Expand knowledge: Gain technical competence in every aspect of Federal Fleet management
- National professional recognition: Peers, staff, and management all value NPMA Certification
• Extensive peer-level communication: Increases networking opportunities as a result of participating in NPMA Chapter meetings, Regional conferences or educational classes and seminars

• Value-added: By hiring NPMA certified professionals, employers can be confident in the knowledge that the new employee is skilled in both depth and breadth for the attained level of certification. With every certificate issued, the NPMA is validating a level of Federal Fleet Management proficiency that crosses the normal lines of specific organizational or industry-based knowledge. The NPMA strives to represent to the outside world that its certified professionals have met and are held to the highest standards of excellence

GOVERNANCE STRUCTURE

The VP of Certification ensures the persons involved perform in accordance with the NPMA Federal Fleet Certification Program Guide and the Federal Fleet Certification Candidate Handbook, which is comprised of certification policies, procedures and forms.

• The NPMA VP of Certification is elected by the NPMA National Board of Delegates
• NPMA Staff support the VP of Certification and the certification efforts by performing administrative duties

DESIGNATION MARK

Upon successful completion of the Federal Fleet Certification Exam, the examinee is issued a serialized, sealed and signed Certificate. The NPMA Federal Fleet Certification levels are completed in sequence: CFFS>CFFA> CFFM.

Upon receipt of certificate, candidates are authorized to use the appropriate designation mark: CFFS for the Certified Federal Fleet Specialist, CFFA for the Certified Federal Fleet Administrator or CFFM for the Certified Federal Fleet Manager. The appropriate mark to use is for the highest level of certification achieved:

• Successful completion of CFFS = *John Doe, CFFS*

Lapsed certification (failure to renew) will result in certification loss and use of the designation mark is no longer allowed.

ACCESS TO CERTIFICATION

Access to the NPMA Federal Fleet Certification Program is not limited and is open to any Federal Fleet professional who seeks a better understanding of the field and recognition through certification. Completion of the CFFS, CFFA, or CFFM courses appropriate to the level being obtained is required. NPMA membership is not required for any level of the Federal Fleet certification. For access to the NPMA Federal Fleet Certification Program, go to [www.npma.org](http://www.npma.org).
ELIGIBILITY

There are three levels of certification available through NPMA: Certified Federal Fleet Specialist (CFFS), Certified Federal Fleet Administrator (CFFA) and Certified Federal Fleet Manager (CFFM).

**CFFS Level Certification** is for the Fleet Management professional, like a Vehicle Control Officer or Fleet POC, who supports fleet activities in an office setting.
- CFFS course completion is required
- NPMA membership is NOT a requirement
- There are no eligibility requirements at this level

**CFFA Level Certification** is for candidates at an intermediate level of skill for the Fleet Management professional who manages or supports a Federal Fleet program.
- CFFA course completion is required.
- NPMA membership is NOT a requirement.
- Candidates must have successfully completed all CFFS requirements, examinations and have an active CFFS designation.
- Candidates must have an approved Work Experience Summary form which clearly demonstrates eligibility requirements. The Work Experience Summary form is located [here](#).

**CFFM Level Certification** is for candidates with advanced expertise required by Fleet managers who oversee an owned or combo leased/owned fleet.
- CFFM course completion is required.
- NPMA membership is NOT a requirement.
- Candidates must have successfully completed all CFFS and CFFA requirements, examinations and have an active CFFA designation.
- Candidates must have at least 6 years of Federal Fleet management work experience
- Candidates must have at least 4 years of managerial experience
- Candidates must have an NPMA approved Work Experience Summary form which clearly demonstrates eligibility requirements. This form is located [here](#).

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

**RATIONALE FOR ELIGIBILITY REQUIREMENTS**

The Federal Fleet Management field is fairly stable. Although some regulations, rules and requirements change, the basic methodology of fleet management changes very little over time. The NPMA believes that the time and training/experience requirements set forth for eligibility represent sound business practice and are industry standards.

The NPMA recognizes that a person new to the field of Federal Fleet management would be able to achieve the CFFS level of certification with little experience.

To advance to the next level of certification - CFFA, the candidate would require at least three years of training and on-the-job experience. The NPMA believes that three years is an adequate amount of time to acquire sufficient knowledge and master the intermediate skills necessary to manage Federal Fleet at the intermediate/CFFA level.
To advance to the highest level of certification - CFFM, the candidate would require at least six years of training and on-the-job experience. The NPMA believes that the additional three years of experience will further develop and refine skills and knowledge. The standard the NPMA set is that four years of managerial experience is also a necessary skill for the minimally qualified CFFM. 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 CFFM.

DESCRIPTION OF EXAMS

CFFS
The CFFS Certification level examination consists of one 75 question, multiple-choice exam. Candidates have 120 minutes to take the exam.

CFFA
The CFFA Certification level examination consists of one 75 question, multiple-choice exam. Candidates have 120 minutes to take the exam.

CFFM
The CFFM Certification level examination consists of one 75 question, multiple-choice exam. Candidates have 120 minutes to take the exam.

APPLICATION PROCESS

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

CFFS
Step 1  Candidate registers and pays for CFFS course. Exam fee is included in class registration fee. Upcoming class schedules can be found on the NPMA Fleet webpage. Click here.
Step 2  Candidate is emailed a pdf copy of study materials after it is confirmed that the class is a go (a minimum of 30 days before class start date). Hard copies of study materials are distributed onsite at training class.
Step 3  At the end of the first day of class the candidate receives a Voucher Number to use for scheduling of exam.
Step 4  Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible.

CFFA
Step 1  Candidate registers and pays for CFFA course. Exam fee is included in class registration fee. Upcoming class schedules can be found on the NPMA Fleet webpage. Click here.
Step 2  Candidate completes a Work Experience Summary Form and submits it electronically here.
Step 3  Candidate is emailed a .pdf copy of study materials after it is confirmed that the class is a go (a minimum of 30 days before class start date). Hard copies of study materials are distributed onsite at training class.
Step 4  At the end of the first day of class the candidate receives a Voucher Number to use for scheduling of exam.
Step 5  Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible.

CFFM
Step 1  Candidate registers and pays for CFFM course. Exam fee is included in class registration fee. Upcoming class schedules can be found on the NPMA Fleet webpage. Click here.
Step 2  Candidate completes a Work Experience Summary Form and submits it electronically here.
Step 3  Candidate is emailed a .pdf copy of study materials after it is confirmed that the class is a go (a minimum of 30 days before class start date). Hard copies of study materials are distributed onsite at training class.
Step 4  At the end of the first day of class the candidate receives a Voucher Number to use for scheduling of exam
Step 5  Candidates have 90 days from the date of issue to complete each exam. After 90 days exams are no longer accessible

Work Experience Summary Form

- The Work Experience Summary form must be submitted by candidates preparing for the CFFA or the CFFM after purchasing exams
- This form is used to ensure candidates have met eligibility requirements.
- For form submission, upload here.

3.0 Taking the NPMA Federal Fleet Certification Program Exams

SECURITY

Candidates

- Shall acknowledge and agree to a Confidentiality and Non-Disclosure Statement (see page 10 below) prior to taking an exam.
- Shall not discuss any exam items with any person other than the Director of Exams.

EXAM ADMINISTRATION

- Exams are administered by Kryterion on Webassessor.com/NPMA and may be taken either by: (1) On-line Proctor, or (2) at a Test Center
- Email received from NPMA instructs candidate to create a log-in for the Webassessor system. After creating the login, candidates log-on webassessor.com/NPMA to schedule a date and time to take the exam with an on-line Proctor or at a test center. Voucher numbers received from NPMA will be required to schedule the exam.

NOTE: It is the candidate’s decision whether to use an on-line Proctor or Test Center. To review requirements and the process, right click and open link for the following:

Kryterion On-Line Proctored Exam Process: frm-009-09_kryterion_online_.pdf (ymaws.com)
Kryterion Test Center Process: frm-010-06_kryterion_test_ce.pdf (ymaws.com)

On-Line Proctoring

- **REQUIRED:** A webcam (internal or external) and ability to download 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
  Step 4  Read and agree to Candidate Confidentiality and Non-Disclosure Statement (see below)
• When scheduled candidates go to http://webassessor.com/NPMA, log-on and click My Exams.
• Find exam listed under Scheduled Exams, and click Launch
  o Candidates will be required to show two legible IDs to the proctor via their computer camera.
  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 adherent behavior and can stop exam for any detected breaches or issues.
• Upon completion of the exam, a Score Report (Pass/Fail) is emailed to the candidate.

**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
  Step 4  Read and agree to Candidate Non-Disclosure Statement (see below)
• Candidates will receive an Authorization Code via email which should be taken to Test Center on exam day.
• Candidates are required to bring two forms of identification 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 exam.
• Candidates will be asked to place all of their 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 exam has been loaded, the proctor will escort the candidate to the workstation in the testing room and they may then begin their exam.
• When the candidate is finished, they are prompted to notify the proctor that they have completed the exam. The proctor will then complete checkout process.
• Upon completion of the exam, a Score Report (Pass/Fail) is emailed to the candidate.
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-hour - $40.00----Test Center exams within 72 hour - $75.00

☐ I agree 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

SPECIAL TESTING ACCOMMODATIONS

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

Candidates who may require accommodations shall complete the Special Testing Accommodations (ADA) Request Form (Appendix A) to notify NPMA Staff during the application process. Candidates must contact NPMA Staff before scheduling the examination as arrangements for special accommodations may take up to 30 days to coordinate. 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.
**EXAM SCORING**

**Exam Scores**

The computer scores CFFS, CFFA and CFFM exams taken on-line or at a test center. Results are computed immediately and a Score Report is emailed to the candidate upon completion of the exam. NPMA Staff update the examinee’s profile with the exam score posted. Exam results will not be delivered over the phone. Passing scores for the modular exams are as follows:

- CFFS- Score Percentage 76%
- CFFA- Score Percentage 76%
- CFFM- Score Percentage 76%

**4.0 How to Study for the Exam**

**FEDERAL FLEET COURSES**

The CFFS, CFFA and CFFM Fleet Management courses are taught by Tech Systems, Inc. (TSI) and are available through the NPMA. It is a requirement to take these courses to take the certification exams. Courses are taught throughout the year at various locations across the U.S. and overseas. On-site courses can be arranged at your organization. A course calendar is available [here](#).

**REVIEW MATERIALS**

Tech Systems, Inc. (TSI) makes available reference/study materials, which may be used in preparing to take the exams for Certified Federal Fleet Specialist (CFFS) (Fundamentals of Personal Property Management), Certified Federal Fleet Administrator (CFFA) (Intermediate Studies Manual) and for Certified Federal Fleet Manager (CFFM). These materials are considered best practices in the Federal Fleet Management profession. There are no practice exams or practice exam items available for help in preparing to take the CFFS, CFFA or CFFM exams. Tech Systems, Inc. (TSI) manages review material development and updates.

Electronic versions of study materials are emailed to candidates after the purchase of a course and when the course is confirmed that it will be held.

**5.0 Retesting of the NPMA Federal Fleet 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 CFFS, CFFA, and CFFM exams.

Step 1  Candidate purchases retake exams at [https://www.npma.org/page/FleetExamRetakes](https://www.npma.org/page/FleetExamRetakes) Upon completion of purchase, candidate receives a Voucher Number to use for scheduling of exam (follow process beginning on page 8 above for scheduling and taking retake exam).
CFFS Application and Exam Fee (non-refundable)

<table>
<thead>
<tr>
<th>CFFS - CFFA – CFFM Retake Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 225 Member</td>
</tr>
<tr>
<td>$525 Non-Member</td>
</tr>
</tbody>
</table>

**RATIONALE FOR RETESTING POLICY**

CFFS: Candidates must pass the CFFS exam to receive the CFFS Certification. If a candidate fails, they must wait 30 days to retake the failed exam. The failed exam must be successfully retaken to achieve the CFFS certification.

CFFA: Candidates must pass the CFFS and CFFA exams and meet work experience requirements to receive the CFFA Certification. If a candidate fails the CFFA exam, they must wait 30 days to retake the failed exam. The failed CFFA exam must be successfully retaken to achieve the CFFA certification.

CFFM: Candidates must pass the CFFS, CFFA and meet work requirements to receive the CFFM Certification. If a candidate fails the exam, candidates must wait 30 days to retake the failed exam. The failed exam must be successfully retaken to achieve the CFFM certification.

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

## 5.0 Maintaining NPMA Federal Fleet Certification – Recertification

*Details and form available electronically at: Fleet Certification Renewal webpage. Click [here](#).*

### EXPIRATION DATE

The NPMA Federal Fleet Certification credentials (CFFS, CFFA, and CFFM) are valid for five years. It is important that all certificants stay current with the regulations, knowledge, and industry-leading practices that govern the Federal Fleet management profession. NPMA requires certificants to maintain competence through education, contributions to, and continued work in, the field of professional Federal Fleet management. Individuals who are certified may be notified via email when the certification renewal is due; however, it is the certificants responsibility to keep up with expiration dates and renewal requirements.

### Grace Period

The best time to submit a certification renewal application and supporting documentation is 30 days prior to expiration date. The credential expiration date may be found on the certificate (CFFS, CFFA or CFFM) received from NPMA, and in the certificant’s profile at [www.npma.org/myprofile](http://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 (see chart below)
- 121+ days from expiration, certificant will be required to retake the certification exam to maintain the credential
CERTIFICATION RENEWAL APPLICATION PROCESSING

The completed Federal Fleet Certification Renewal Application and 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 certificant’s responsibility to ensure renewal is obtained by the renewal date.
- Certificant completes renewal Form, obtains required signature and documentation, pays renewal fee and submits electronically here.
- The NPMA VP of Certification, or a designated review team, reviews the application and supporting documentation for validity and completeness.
- If the application is approved, applicant will receive a new certification expiration date.
- If the application is rejected, applicant will receive information regarding any issues. If the issue can be resolved at the staff level, the VP of Certification will make a determination and the NPMA Staff will document the result in the Certificant’s records and notify the certificant.

<table>
<thead>
<tr>
<th>CFFS/ CFFA/CFFM Renewal Fee (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All certifications must be renewed every 5 years</td>
</tr>
<tr>
<td>CFFS, CFFA &amp; CFFM Renewal Fee</td>
</tr>
<tr>
<td>$ 75 Member</td>
</tr>
</tbody>
</table>

CONTINUING COMPETENCE

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

- service to the Federal Fleet 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

Federal Fleet Certification renewal applicants must document professional development activities and CEUs on the Federal Fleet Certification Renewal Application. This Application requires actual proof of the events and/or signatory confirmation that the applicant did complete the event as reported. There are eight, optional, qualifying criteria for certification renewal. Applicants for renewal must meet three of the qualifying criteria. The qualifying criteria options to be completed over the course of the previous 5-year period are:

- Participation as an instructor or speaker in a Federal Fleet management program, training or meeting
- Attendance at five Federal Fleet management educational functions (training, conference, seminar)
- Attain 120 CEUs (continuing education units)
- Completion of five Federal Fleet management related webinars or on-line training sessions
- Author or co-author a presentation, paper, or article about Federal Fleet management either published or electronic
- Actively participate in a Federal Fleet council or a consensus-based standards association
• Serve as an Officer or a Committee Member at the Chapter, Regional, National or International level
• Work in or supervised Federal Fleet-related positions during the past five years

RECERTIFICATION REQUIREMENTS

Rationale for Recertification Interval

The NPMA has determined the appropriate interval for recertification to be five-years. Federal Fleet 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 Federal Fleet profession. The NPMA 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 Federal Fleet profession, and the public interest.

FAILURE TO RENEW

Lapsed CFFS, CFSA or CFFA certification, loses certification status and further use of mark is unauthorized.

EMERITUS STATUS

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

6.0 Additional Important Policies for the NPMA Federal Fleet Certification Candidate

CONFIDENTIALITY

Confidential Information

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

Exam Results

NPMA Staff, who post results in the certificant’s profile in the AMS system, release examination results only to candidates/certificants. Notification of the results is sent by email to the candidate/certificant. 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
Federal Fleet certification levels, certificate numbers and expiration dates are not considered to be confidential information and may be released to employers or interested parties upon written request. Requests for information are processed by the NPMA Staff.

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

ADHERING TO THE NPMA CERTIFICATION PROGRAM CODE OF CONDUCT

The NPMA Certification Program Code of Conduct establishes the following Code of Conduct expectations for all persons who are candidates, examinees, or certificate holders of the three NPMA Certifications Programs: CFFS, CFFA, and CFFM. Additionally, persons responsible for all aspects in creating and maintaining the Certification Programs and exams including: NPMA committee members, Staff, SMEs, Graders, and Consultants

CERTIFICATION CODE OF CONDUCT

1. Responsible for abiding by exam testing rules and policies, including NPMA Federal Fleet Certification Program Candidate Handbook.
2. Engaging in prohibited conduct during and after taking the examination is strictly prohibited. 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 contents of the exams, including questions, scenarios and cases to colleagues, exam candidates, and others.
3. Responsible to provide accurate and truthful representations concerning all information directly or indirectly related to all aspects of the NPMA Federal Fleet Certification Program including but not limited to the following: examination applications, registrations, work summary forms, exams, recertification forms.
4. Responsible to report to the staff by emailing: fleet@npma.org any type of exam-related security or misconduct issues, that are observed or brought to your attention. Report shall include all pertinent and actual facts related to the incident and the name of all persons who may be involved or have information related to the incident.

Candidates’ Professional Practice
5. Responsible to provide accurate, truthful advertising and representations concerning qualifications, experience, and performance of services.
6. Responsible to comply with laws, regulations, and ethical standards governing professional practice in the state/province and/or country when providing Property Management.
7. Responsible to respect the trust and privileges granted to you.

Advancement of the Profession
8. Responsible to 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. Responsible to avoid professional association with those whose practices or reputation might diminish the property management profession.
11. Responsible to take care not to injure the reputation of other professionals through malice or indifference.
12. Responsible to maintain your competence; keep your skills and knowledge current.

Qualifications, Experience, and Performance of Professional Duties
13. Responsible to render only those services for which you are fully competent and qualified.
14. Responsible to maintain and satisfy the scope and objectives of professional service.
15. Responsible to 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
16. Responsible to ensure that a conflict of interest does not compromise legitimate interests of NPMA, and the NPMA Certification Program or influence/interfere with professional judgments.
17. Responsible to refrain from offering or accepting inappropriate payments, gifts or other forms of compensation for personal gain
To report suspected compliance violation or concerns, use form below (available electronically at http://npma.org)

**Reporting Suspected Compliance Violation or Concerns**

*Example only – Electronic version on NPMA.org*

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](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:

Your name and contact information (optional): May we contact you if we have questions? Yes ___ No ___

Name(s): ____________________________

Contact Phone Numbers: ____________________________

Address: _______________________________________________________________________

Email: _______________________________________________________________________

Email to: certification@npma.org

**ADVERSE DECISIONS**

To review NPMAs Complaint, Discipline and Appeals Policy see Appendix B.

**ANNUAL REPORTS**

The 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 Director of Exams will send the report to NPMA Staff who will post the report to the NPMA website at [www.npma.org](http://www.npma.org).
APPENDIX A

Special Testing Accommodations (ADA) Request 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 in order 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 NOT be added retroactively to previously scheduled exam appointments and exam fees will NOT be refunded.

Special Accommodations must be requested in advance by submitting the Requests for Testing Accommodations Form.

First Name  Last Name  Credentials

Address

City  State/Province  Zip/Postal Code

Mobile Phone  Work Phone  Email

Special Testing Accommodations

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):  ______________________________________________________

Exam:  ☐ CPPS  ☐ CPPA  ☐ CPPM – change all of these to CFFS, CFFA, CFFM

Proposed Exam Method:

☐ On-Line Proctored  or  ☐ Test Center located at:  ____________________________
To be completed by Health Care Provider:

I am requesting a special accommodation for my NPMA Certification Exam, which are taken on-line or in a Test Center. I authorize you, my health care provider, to complete this Exam Special Accommodation Request Form and to provide such information as you deem relevant for this request.

Candidate Signature: __________________________________________ Date: __________________

HEALTH CARE PROFESSIONAL DOCUMENTATION OF DISABILITY-RELATED NEEDS

This section is to be completed by a health care professional (MD, DO, Physician Assistant, Nurse Practitioner, Clinical Psychologist). The specific testing accommodations needed must be included with this request. Professional Evaluation must have been made no earlier than 3 years prior to application period.

I have known __________________________________________ since __________________

(Name of Candidate) (Date)

The candidate discussed with me the nature of the test being administered. It is my opinion that because of this candidate's disability, as described below, he/she should receive special accommodation as indicated below.

Specific Testing Accommodations for this candidate: (Please check all that apply.)

☐ Special Seating or other physical accommodation
☐ Extended exam time, (please specify):________
☐ Separate exam room
☐ Other (please be specific):

________________________________________________________________________________

Signature – Health Care Professional:

________________________________________ Date: __________________

Print Name: __________________________________ Title: __________________

Organization:

________________________________________________________________________________

License # (if applicable): ______________________________

Phone Number: __________________________ Email: ______________________________
APPENDIX B
FLEET CERTIFICATION RENEWAL APPLICATION

National Property Management Association (NPMA) Certification offers three levels of Federal Fleet Certification:

1. Certified Federal Fleet Specialist, (CFFS)
2. Certified Federal Fleet Administrator (CFFA)
3. Certified Federal Fleet Manager (CFFM).

The levels are sequential and build on the success of the previous level. A certification credential shall be in effect for a period of five (5) years from the date of award. Individuals may hold only one certification at a time. Certified fleet professionals MUST renew ONLY the highest level of certification attained every 5 years.

Certification renewal requires proof of continuing education, or evidence of participation in educational activities related to the field of Federal Fleet Management (i.e., federal fleet regulations, vehicle and fleet costs, FMIS, maintenance, etc.).

Requirements

1. Certification Renewal Deadlines: Certification renewal is due 30-days before the expiration date shown on your certificate.
   - Following the due date, there is a 30-day grace period for submission.
   - On days 31-120, applications will be accepted but will be assessed with a $100 late fee. After 120- days, the credential will expire, the certification may no longer be used, and retesting is the only option allowed to recertify. If you need to retest, do not fill out this form. Contact Fleet@npma.org for details on how to purchase the new exams.
2. Proof of Attendance: If awarded CEUs for training, conference attendance, presentations, publications, etc., print or scan and attach a copy of the training record from NPMA.org. To obtain CEUs, review NPMA CEU FAQ for guidance. Qualifying Criteria: All claimed qualifying criteria must have occurred within the most recent 5-year period in which you were certified. Submissions prior to the date of last certificate issue will not be considered.
3. Signature: You must provide your signature at the end of this form. Falsifying information is a violation of the “NPMA Code of Ethics” and could result in loss of your Certification.
4. Renewal Fee: Pay the Fleet Certification Renewal Fee online here. Payment can be made via credit card or check. To pay via check, select the Check/Money Order option as the Payment Type and mail a check to the NPMA National Office.

Renewal Eligibility Requirements
The Federal Fleet 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).

- CFFS – 2 qualifying criteria
- CFFA – 3 qualifying criteria
- CFFM – 4 qualifying criteria
Application Instructions

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

A. Prepare this application accurately and completely
   • Include supporting documentation, clearly cross-referencing related criteria
   • Obtain all required signatures
   • If possible, create one PDF document that includes the application and all supporting documents

B. Submit signed application and supporting documentation via one of the following:
   a. Online: submit here (control-click to open the link)
   b. Email: fleet@npma.org
   c. Mail: NPMA, 3525 Piedmont Road, Building 5, Suite 300, Atlanta, GA 30305

Name: __________________________________________
Address: __________________________________________
Street ___________________________ City ____________ State ____________ Zip ____________
Daytime Phone: ___________________________ Email: ___________________________

Certification Level Renewing: □ CFFS □ CFA □ CFFM (Check only the highest level required)
Certification No.: ___________________________ Expiration Date: ___________________________

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

CRITERIA 1 - CEU's PROFESSIONAL DEVELOPMENT – ATTENDANCE (IN PERSON)

To obtain CEUs, review NPMA CEU FAQ for guidance. This criterion recognizes the value in maintaining and furthering your skills and knowledge since certification. Participating in educational training is an effective way to learn, and there are many opportunities for training offered by NPMA and third-party providers across the globe. To qualify for this criterion, you must complete a total of 2 events – either 2 from group 1; 2 from group 2 OR 1 each from group 1 AND 2:

Group 1. Training Classes

Class Title, Name, or Topic ____________________________________________________________
Vendor or Person Teaching ____________________________________________________________
Dates of the Training ___________________________ ___________________________ CEUs Awarded

Class Title, Name, or Topic ____________________________________________________________
Vendor or Person Teaching ____________________________________________________________
Dates of the Training ___________________________ ___________________________ CEUs Awarded

Please attach copies of training record or CEUs awarded showing evidence.
NPMA Certification Program Guide

Group 2. Educational Seminars and Conferences

<table>
<thead>
<tr>
<th>Event</th>
<th>Sponsor</th>
<th>Dates Attended</th>
<th>__________ CEUs Awarded</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Event</th>
<th>Sponsor</th>
<th>Dates Attended</th>
<th>__________ CEUs Awarded</th>
</tr>
</thead>
</table>

Please attach copies of training record or CEUs awarded showing evidence.

**CRITERIA 2 - CEU's PROFESSIONAL DEVELOPMENT – ATTENDANCE**

CEU’s are awarded for attending remote training or chapter-sponsored educational events. To obtain CEUs, review NPMA CEU FAQ for guidance. This criterion recognizes the value in maintaining and furthering your skills and knowledge since certification. Participating in educational training is an effective way to learn. There are many opportunities for training offered by NPMA and third-party providers across the globe. **To qualify for this criterion you must complete a total of 5 events** – either 5 from group 3; 5 from group 4 OR; a total of 5 from each from group 3 AND 4

Group 3. Webinars

<table>
<thead>
<tr>
<th>Webinar Name or Topic</th>
<th>Vendor or Person Teaching</th>
<th>Dates of the Training</th>
<th>__________ CEUs Awarded</th>
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<tr>
<th>Webinar Name or Topic</th>
<th>Vendor or Person Teaching</th>
<th>Dates of the Training</th>
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<th>Webinar Name or Topic</th>
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<th>Webinar Name or Topic</th>
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<th>Dates of the Training</th>
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<thead>
<tr>
<th>Webinar Name or Topic</th>
<th>Vendor or Person Teaching</th>
<th>Dates of the Training</th>
<th>__________ CEUs Awarded</th>
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</thead>
</table>

Please attach copies of training record or CEUs awarded as evidence.

Group 4. Chapter-Sponsored Educational Event

<table>
<thead>
<tr>
<th>Title of Educational Presentation</th>
<th>Chapter and Person Presenting</th>
<th>Dates of the Presentation</th>
<th>__________ CEUs Awarded</th>
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<table>
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<tr>
<th>Title of Educational Presentation</th>
<th>Chapter and Person Presenting</th>
<th>Dates of the Presentation</th>
<th>__________ CEUs Awarded</th>
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CRITERIA 3 - CEU's PROFESSIONAL DEVELOPMENT – PRESENTATIONS AND PUBLICATIONS

CEU’s are awarded for being a speaker or panelist at seminars or conferences, authoring/co-authoring articles, abstracts, chapters, Journals and/ or books Note: Item must be published. To obtain CEUs, review NPMA CEU FAQ for guidance. This criterion recognizes the value in research, preparing and writing of educational information to instruct and teach adult learners. These activities allow you to apply your knowledge and skills in a practical manner. **To qualify for this criterion, you must complete a total of 2 events** – either 2 from group 5; 2 from group 6 OR; 1 each from group 5 AND 6:

**Group 5. Professional Presentations or Panelist**

<table>
<thead>
<tr>
<th>Title of Presentation</th>
<th>Sponsor/Venue of Presentation</th>
<th>Dates of the Presentation</th>
<th>CEUs Awarded</th>
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Please attach copies of training record or CEUs awarded and program listing speakers as evidence.

**Group 6. Publication/Article**

<table>
<thead>
<tr>
<th>Title of Publication/Article</th>
<th>Venue or Publication</th>
<th>Date of Publication</th>
<th>CEUs Awarded</th>
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Please attach copies of training record or CEUs and proof of publication as evidence.

CRITERIA 4 – FORMAL EDUCATION

This criterion recognizes the value of formal education which includes courses and degrees obtained at accredited higher education institutions when that study is in the areas that encompass Fleet Management (i.e., Logistics, Auditing, Finance, Business Management, etc.). Education and learning from educational institutions as it relates to the field of fleet management deepens the certificants knowledge. Completion must occur within the 5 year recertification period. **To qualify for this criterion, you must complete 3 events** from group 7 or 1 event from group 8:
Group 7. Courses

<table>
<thead>
<tr>
<th>Class Title, Name, or Topic</th>
<th>Description of Course Contents</th>
<th>Institute/Organization Providing Teaching</th>
<th>Dates of the Training</th>
<th>Credit/Hours Awarded</th>
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Group 8. Degree(s) Obtained

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<thead>
<tr>
<th>Degree Obtained</th>
<th>Institute Awarding Degree</th>
<th>Date of Award</th>
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Please attach documents (copies of transcripts or diploma) showing evidence

☐ CRITERIA 5 – GIVING BACK TO THE PROFESSION

This criterion recognizes the value in providing the leadership skills and professional knowledge to guide others, establish policy and assist in decisions, which affect the profession. **To qualify for this criterion you must complete 1 event** from any of groups 9, 10 or 11:

Group 9. Serve as an elected Officer at the Chapter, Regional or National level for one complete term

- Check Position: [ ] President [ ] Vice-President [ ] Secretary [ ] Treasurer
- Level: [ ] National [ ] Regional [ ] Chapter
- Dates of Service

Group 10. Serve as Director, Chairperson, or Committee Member at the Chapter, Regional or National level for one complete term

- Other Position: [ ] Director [ ] Chairperson [ ] Committee Member
- Complete Title of Position/Committee:
- Level: [ ] National [ ] Regional [ ] Chapter
- Brief Description of Responsibilities:
- Dates of Service

Group 11. Serve as a Subject Matter Expert (SME), Exam Writer, or Standard Setting Study Participant

- Check Position: [ ] SME [ ] Exam Writer [ ] Standard Setting Study Participant
- Describe Activity
- Dates of Service
- Signature of applicable Board Officer is required to confirm your service

I _______________________________ (Print Name) attest that the information presented above is accurate to the best of my knowledge.

Signature of Board Officer: _______________________________ Date: ______

Board Officer position: _______________________________
□ CRITERIA 6 – Work Experience

This criterion recognizes the experience and knowledge earned through continued work in the area of Federal Fleet Management and related fields. Continued work in Federal Fleet Management gives individuals additional responsibilities and the opportunity to interface with professionals in areas such as procurement, finance, standards and policy development. Work shall be continuous, in one- or two-year increments for a total time exceeding two years. To qualify for this criterion, you must complete 1 event from either group 12 or 13:

Group 12. Currently work in fleet-related position

Current Position: ______________________________________________________________

Company/Organization: ____________________________

Level: □ Managerial □ Supervisor/Team Lead □ Team Member (check all that apply for this Company)

Brief Description of Responsibilities: ____________________________________________

Dates in Working for Company: ________________________________________________

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

I _______________________________ (Print Supervisor’s Name) attest that the work experience information presented above is accurate to the best of my knowledge.

Signature of Supervisor: ____________________________ Date: ______________________

□ Check here if you are self-employed and signing for yourself.

Group 13. Previously worked in fleet-related position - (within past 5-years)

Previous Position: ______________________________________________________________

Company/Organization: ____________________________

Level: □ Managerial □ Supervisor/Team Lead □ Team Member (check all that apply for this Company)

Brief Description of Responsibilities: ____________________________________________

Dates in Working for Company: ________________________________________________

Provide proof of previous position.

□ CRITERIA 7 – Other Related Professional Designation / Certification

This criterion recognizes the value and knowledge obtained through work required to study and obtain professional certification in a field related to Fleet Management. Credits must be awarded within 5 years of renewal date. To qualify for this criterion, you must complete 1 item from group 14:
Group 14. Attain a certification in a related educational field where financial, technical, administrative, or managerial topics on fleet management were discussed or demonstrated. (CPPS, CAFS, CAFM, ARN, etc.)

Certification Obtained:___________________________________________________________
Sponsor/Association:___________________________________________________________
Dates Obtained:_________________ Certificate Number______________________________

*Attach copy of certificate or proof of certification completion issued by Sponsor or Association.*

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

Applicant Signature: _______________________________________________________
Date: __________
APPENDIX C

Fleet Certification

Complaints, Discipline and Appeals Policy

DISCRIMINATION POLICY

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

COMPLAINTS PROCESS

All Complaints received and addressed are considered confidential and all records will be kept secure.

Complaints:

- Missing renewal deadline
- Exam 90-day deadline
- Retesting 30-day wait period

Any applicant, candidate, or certificant may submit a complaint regarding but are not limited to: eligibility, exams, exam scores, recertification.

Complaints may be submitted to the NPMA Staff or VP of Certification in writing with supporting documentation or evidence within the time periods list below.

Complaints regarding must be submitted in writing to the VP of Certification within thirty (30) calendar days of the issue. The certificant must submit the appeal in writing (email is acceptable), and explain in detail:

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

DISCIPLINE PROCESS

The NPMA holds its certification program to a very high standard of integrity. Violations of the Code of Conduct 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 for review and determination of what, if any, action is to be taken. Any person(s) involved in the infraction will be permitted to submit a written appeal with substantiating documentation.

**Discipline Process:**

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.
Reporting of violations or concerns maybe 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://npma.org](http://npma.org) and should include:

- 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:
- Optional: Your name and contact information:
- May investigators contact you if we have questions? Yes or No ___

**Candidates and Certificants**

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
- Falsifying application data
- Cheating
- Breaking confidentiality/non-disclosure agreement

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

- Providing exam assistance to a candidate
- Facilitating cheating by a candidate
- Misrepresentation of Subject Matter Expert data
- Breaking confidentiality/non-disclosure agreement

**Process Involving Candidates or Certificants:**

**Staff:**

- Receives Report
- Reviews for completeness
- Forwards to VP of Certification

**VP of Certification**

- Reviews Report
- Gather facts and additional details
- Within 7 days decides if the incident has enough evidence to pursue an investigation
- If investigation is to be conducted, appoints Review Committee and provides information
- If no action is to be taken notifies staff

**Review Committee**

- Conducts additional investigation, if needed
- Generates written recommendation for action for VP of Certification
VP of Certification

- Review recommendation
- Communicate preliminary investigation results with violator
- Consults Lawyer, as needed
- Takes recommended action and prepares correspondence to communicate actions being taken to violator

Staff

- Assists with any actions as directed by the VP of Certification
- Documents Complaint details in SmartSheet.

Subject Matter Experts (SME), or Exam Writers

- Subject Matter Experts (SME) or Exam Writers 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

Process Involving SMEs, and Exam Writers:

Staff:

- Receives Report
- Reviews for completeness
- Forwards to VP of Certification and Director of Exams

VP of Certification and Director of Exams

- Reviews Report
- Gather facts and additional details
- Within 7 days decides if the incident has enough evidence to pursue an investigation
- If investigation is to be conducted, appoints Review Committee and provides information
- If no action is to be taken notifies staff

Review Committee

- Conducts additional investigation, if needed
- Reviews violation in accordance with Code of Conduct, NPMA Federal Fleet Certification Program Guide, Federal Fleet Candidate Handbook and Exam Reports
- Generates written recommendation for action for VP of Certification and Director of Exams

VP of Certification and Director of Exams

- Review recommendation
- Communicate preliminary investigation results with violator
- Consults Lawyer, as needed
- Takes recommended action and prepares correspondence to communicate actions being taken to violator

Staff

- Assists with any actions as directed by the VP of Certification

Documents Complaint details in SmartSheet **Director of Exams**

Director of Exams ethical infractions/violations may include, but are not limited to:

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

**Process Involving Director of Exams:**

**Staff:**
- Receives Report
- Reviews for completeness
- Forwards to VP of Certification

**VP of Certification**
- Reviews Report
- Gather facts and additional details
- Within 7 days decides if the incident has enough evidence to pursue an investigation
- If investigation is to be conducted, appoints Review Committee and provides information
- If no action is to be taken notifies staff

**Review Committee**
- Conducts additional investigation, if needed
- Reviews violation in accordance with Code of Conduct, NPMA Federal Fleet Certification Program Guide, Federal Fleet Candidate Handbook and Exam Reports
- Generates written recommendation for action for VP of Certification

**VP of Certification**
- Review recommendation
- Communicate preliminary investigation results with violator
- Consults Lawyer, as needed
  - Takes recommended action and prepares correspondence to communicate actions being taken to violator

**Staff**
- Assists with any actions as directed by the VP of Certification
- Documents Complaint details in Profile of parties involved

**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)
- Revocation of certification credential
- Removal from responsibilities (e.g., SME, exam writers, etc)
- Results may be provided to the NPMA Executive Board

**APPEALS PROCESS**

All Appeals received and addressed are considered confidential and all records will be kept secure.

**Appeals Process (non-grades):**

- Decisions regarding missed renewal deadline
- Decisions regarding exam 90-day deadline
- Decisions regarding retesting 30-day wait period
- Exam grades or process
• Disciplinary actions

Any applicant, candidate, or certificant can appeal an action or decision. Appeals may be submitted to the NPMA Staff or VP of Certification in writing with supporting documentation or evidence within the time periods list below.

Appealing Exams or Process

• Appeals regarding the exam itself may be submitted in writing, (email is acceptable) prior to taking the exam and up to thirty (30) days after exam administration. Written appeals must be submitted with supporting documentation or evidence to the Staff or VP of Certification. The burden of proof is borne by the candidate. Complaints or appeals regarding the exam itself will not be considered thirty-one (31) days or later after exam administration.

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

• To appeal Exam Scores, candidates must submit a written request to Staff within 30 days of receiving exam results. The Staff will forward the appeal to the Director of Exams. Appeals will be handled on a case-by-case basis. The Director of Exams will provide a written decision to the VP of Certification to provide the decision to the appellant. The decision of the Director of Exams is final.

Other Appeals:

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