

CHAPTER 3 – EDUCATION, TRAINING & CERTIFICATION

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POLICIES AND PROCEDURES

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

ROLES FOR CERTIFICATION PROGRAM VOLUNTEERS AND STAFF

NPMA VP of Certification*

- Acts as the liaison between the CGB and the NPMA Executive Board
- Participates as a non-voting member of the CGB providing input to meeting discussions and activities
- Annually submits a signed Confidentiality Agreement to be executed/signed by the NPMA president
- Ensures all Confidentiality Agreements required to work with the CGB are properly executed, kept current, and filed appropriately
- Provides reports as necessary to the NPMA EB concerning CGB activities
- Primary contact with the NPMA staff
- Primary contact with Institute Credentialing Excellence (ICE) for Accreditation
- Receives information regarding disciplinary/ethical infractions
- Investigates all reported disciplinary/ethical infractions
- Removes all personal and identifying information and forwards the information, along with any investigation notes/results, to the CGB Director of Rules and Ethics for committee review or the CGB Director of Exams, as appropriate
- Informs appellant, in writing, of the disciplinary, ethical, appeals committee's final decision and any resultant actions that will be taken
- Provides oversight for all of CGB activities and functions

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

CGB Chair

- Annually submits a signed Confidentiality Agreement
- Schedules, presides and adjourns all CGB regular and special meetings and acts as the CGB's spokesperson
- Provides leadership, guidance and oversight to the CGB for review and revision, as necessary, of all certification process documentation
- Monitors CGB membership numbers, experience and demographic diversity levels to ensure solicitation of new members meets appropriate NPMA member representation and NCCA Standards
- Acts as the liaison to the VP of Certification, the CGB and NPMA Staff
- Coordinates recommendations for new CGB members with the VP of Certification to ensure solicitation of new members meets appropriate NPMA member representation and NCCA Standards
- Ensures CGB Officers (other than CGB Chair) are nominated and elected by CGB members for each term, as appropriate
- Appoints CGB Directors (Exams, Accreditation, Ethics) and ensures all their names are kept confidential outside the CGB
- Assigns projects, duties and tasks as required to CGB Officers, Directors and Members
- Reviews all disciplinary, ethics and appeals committee decisions, ensuring compliance with NPMA Certification Program Guide and CGB Charter

- Monitors CGB Officers, Directors and members for task participation and meeting attendance. Mentors those CGB members who do not participate. Seeks resignation from those CGB members who can no longer participate

CGB Vice Chair

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

CGB Secretary

- Annually submits a signed Confidentiality Agreement
- Coordinates meeting logistics
- Distributes and archives correspondence and communications
- Maintains Web site postings by providing the NPMA Staff with updates to Web site and new documents
- Records and distributes minutes of all meetings
- Processes and distributes all vote requests
- Records and distributes the results of all votes
- Obtains approvals and concurrences as required
- Performs and completes all projects, duties and tasks assigned by the CGB Chair

CGB Members – including Public Member

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

CGB Director of Exams

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

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

CGB Director of Accreditation

- Annually submits a signed Confidentiality Agreement

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

CGB Director of Rules and Ethics

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

Subject Matter Experts

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

Exam Proctors

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

NPMA Staff

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

Certification Vendors (Psychometricians)

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

REVIEW COURSES

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

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

REVIEW MATERIALS

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

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

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

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

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