



**Certified Manager of Commercial
Properties (CMCP)
Candidate Handbook**

CMCP Candidate Handbook

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General Information

Scope of the CMCP Certification

The purpose of the Certified Manager of Commercial Properties™ (CMCP™) credential is to acknowledge property professionals who have demonstrated competency in key foundational principles in property management and operations.

The CMCP certification offers recognition that contributes to career advancement and brings added value to companies when on-boarding new property managers and assessing industry knowledge and career potential.

The Value of the CMCP

The CMCP exam is based on rigorous standards and ongoing research. Earning the CMCP instantly communicates your ability to be an effective commercial property manager with a strong understanding of the responsibilities of the role. The CMCP reflects industry best practices and it signals to employers that you have the potential to advance and grow in your career and can navigate the fast-changing world of commercial real estate.

About the Commercial Real Estate Certification Institute (CRECI)

The Commercial Real Estate Certification Institute (CRECI) is an independent certification body that offers credentialing programs for the commercial real estate industry and sets the policies and standards regarding the CMCP program. CRECI was formed in 2018 by BOMA International and BOMI International, market leaders in commercial real estate education and training.

Overview of the CMCP Certification

Timeline of the CMCP Certification Process

Candidates have 180 calendar days to take the examination once the application is approved. The examination is multiple choice and must be scheduled at a Pearson VUE testing center.

Once your application is submitted online it will be reviewed within five business days. The application is not complete until you submit payment for the examination.

Your certification cycle begins the day you pass the examination and are awarded the CMCP credential. The CMCP certification is valid for 3 years. To recertify, you are required to earn and report 45 continuing education credits with at least 3 hours of ethics in commercial real estate property management, pay the renewal fee and demonstrate industry currency through employment within 90 calendar days of applying for recertification.

CMCP Examination Blueprint

The CMCP examination blueprint details the percentage of questions in each of the seven property management content domains that are included in the examination. These content areas measure the knowledge, skills and abilities for a commercial real estate property manager. The following represents the percentage of questions in each content domain.

Content Domain	% of Examination
Financial Acumen: Accounting principles, financial management and reporting, capital projects	16%
Leasing: Lease management, execution and terminology	11%
Policies and Procedures: Risk management, voluntary and regulatory compliance, ethical best practices, and security	18%
Building Maintenance: Building systems, contract strategies, project management, property maintenance, capital projects	21%
Internal Building Relationships: Owners, occupants, staff, vendors	16%
External Building Relationships: Asset manager, professional networking, civic involvement, media relations	11%
Integrated Competencies: Innovation, organization, service orientation, communications	7%
TOTAL	100%

The CMCP examination is comprised of 125 multiple-choice questions, of which 100 questions are scored and 25 questions are considered pretest. Pretest questions are unscored questions and do not affect the score. They are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination.

The CMCP examination is held at Pearson VUE testing centers. The allotted time to complete the examination is 2.25 hours.

CMCP Eligibility Requirements

Education and Work Experience Requirements:

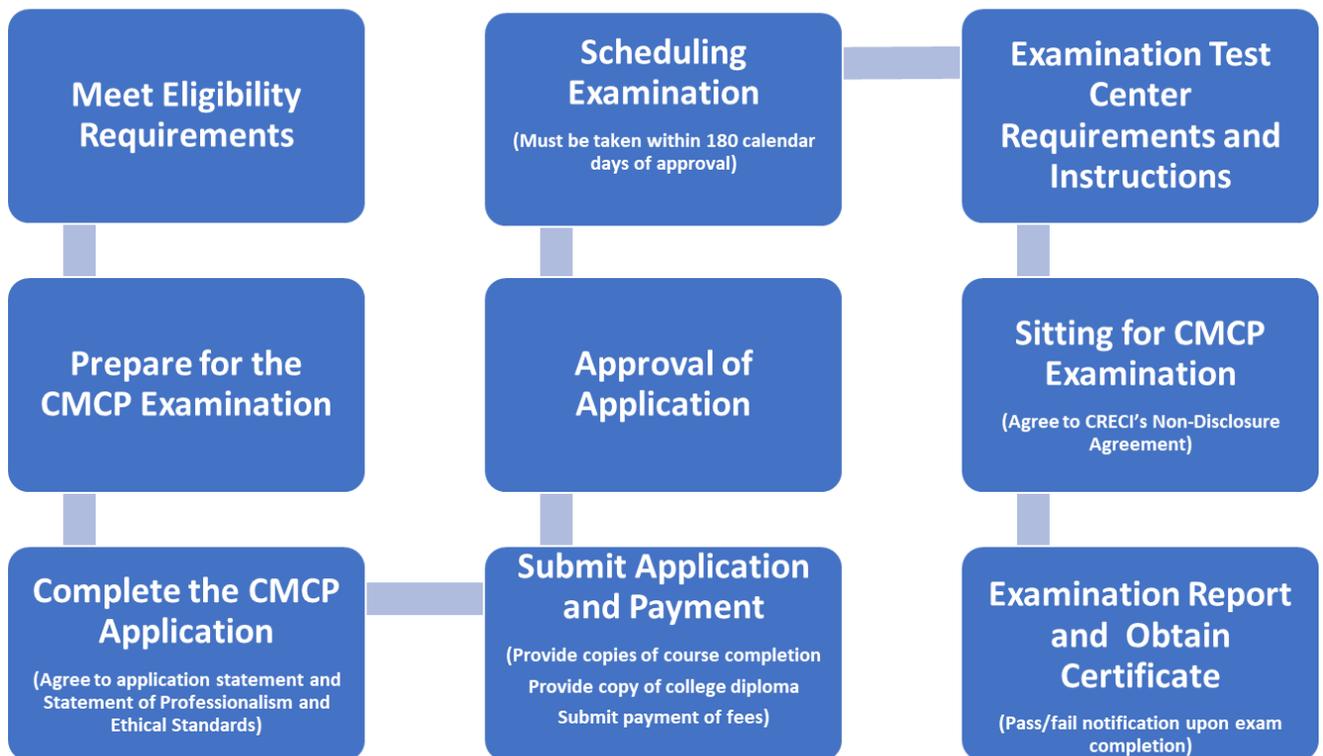
To qualify for the certification exam, CMCP candidates must demonstrate the minimum experience requirements related to commercial real estate property management. Commercial real estate is defined as properties used exclusively for business purposes but does include residential properties with at least five units.

The amount of experience required varies based on education. There are three eligibility pathways:

- Four-year degree and 1 years' property management experience; or
- Two-year degree and 2 years' property management experience; or
- No degree and 4 years' property management experience; and
- 30 hours of verifiable education in commercial property management from any source

Eligibility Pathways	Degree	Minimum Years of Experience	Hours of Training/Professional Development
Option 1	4-Year College	1 year	30 hours
Option 2	2-Year College	2 years	30 hours
Option 3	No degree	4 years	30 hours

Steps to Obtain CMCP Certification



Candidate Certification Processes

Meet Eligibility Requirements

To be eligible for the CMCP certification, certain educational and professional experience requirements must be met. Please see CMCP Eligibility Requirements on page 5.

Prepare for the CMCP Examination

The CMCP exam reflects rigorous standards and ongoing research, including a comprehensive job task analysis for commercial property operations and management.

A partial list of optional examination preparation resources is listed below.

- CMCP™ Prep Course developed by BOMA and BOMI
- Any BOMI RPA course
- BOMA's Foundations of Real Estate Management Course
- Real estate licensing course
- Corporate training courses
- Courses offered by BOMA local associations and other real estate associations
- Courses from other organizations or institutions that offer commercial real estate education and training.

Complete the CMCP Application

Each candidate must complete a CMCP application located at www.creci.org before you can be approved to sit for the examination. Before you begin, please check to make sure that you meet all eligibility requirements and can provide the additional documentation for the application. You need to have completed 30 hours of verifiable education in commercial property management and provide certificates of course completion.

Candidates must agree to the CRECI application statement and CRECI Statement of Professionalism and Ethical Standards.

If applicable, candidates must provide a copy of their two or four-year college diploma or complete the transcript request form.

Please make sure that the application includes your valid unique email address as this will be the primary means of communication from CRECI throughout the certification process.

Your name on the application must be the same as it appears on your government issued ID in order to sit for the examination, and identification will be checked and verified at the exam site.

Submit the Application and Payment

To complete your application, you will need to pay the appropriate registration fees. If applicable, candidates must provide a copy of their two or four-year college diploma or complete the transcript request form.

If completing a transcript request form, you will need to include the appropriate fees for processing.

The CMCP application fee is \$675 and includes the fee to take the exam. Candidates have 180 calendar days to take the exam, once the application is approved.

Candidates must also submit program completion certificates for all listed professional development courses. Please email the application and all required documents to apply@creci.org.

Approval/Denial of Application

Once an application is completed and submitted along with payment, the approval process can take up to 10 business days.

If an application is denied, the CRECI staff will follow-up with the candidate to let them know why the application was denied. In the event an application is denied, the examination fee will be refunded less a \$75 administration fee.

Candidates who fail to demonstrate that they meet all the eligibility requirements will not be permitted to take the examination.

Candidates have 180 calendar days to take the examination once the application is approved.

You may request an extension up to six months with approval. If the extension request is due to military called to active duty, or illness or maternity leave, or other emergency there will be no additional fee. All others are assessed a \$100 administrative fee. You will need to request approval for any exam extension by contacting info@creci.org.

Scheduling Examination

Once an application is approved, the candidate will receive an email from Pearson VUE regarding instructions for scheduling the examination.

Registering for your test early will give you the most scheduling options. You must register with Pearson VUE at least 10 business days prior to your desired test date. After you schedule your test, Pearson VUE will send a confirmation letter listing your test date, your testing time, the address and phone number of the test center, and directions to the test center.

Candidates should plan to arrive at least 30 minutes early on their scheduled examination date and bring two forms of IDs.

Examination Administration

Pearson VUE has 5,600 testing centers across the globe at which CMCP candidates can their examination.

Examination Test Center Requirements & Instructions

Candidates are asked to arrive at the test center 30 minutes before your scheduled appointment time. This will give you adequate time to complete the necessary sign-in procedures which include providing identification documents. If you arrive more than 15 minutes late for an exam and are refused admission, the testing fee is forfeited.

You are required to present two forms of original (no photocopies), valid (unexpired) IDs; one form as a primary ID (with name, photo, and signature), such as a driver's license or passport and one form as a secondary ID (with name and signature), such as a credit card. The first and last name that you used to register must match exactly the first and last name on the ID that is presented on test day. All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, a passport from your country of citizenship is required, along with a secondary ID. If you have any questions or concerns about the ID, you are required to bring with you to the testing center for admittance for your exam, please contact Pearson VUE customer service at www.pearsonvue.com/contact.

You will not be allowed to take any personal items with you into the testing room. This includes all bags, books not authorized by the testing program, notes, cell phones, pagers, watches and wallets. Pearson VUE testing centers provide lockers to store your personal items.

NOTE: The name on the ID must match the name used on the exam application or the candidate will not be allowed to take the exam

Special Accommodations for the Examination

It is CRECI's policy to comply with Title III of the Americans with Disabilities Act (ADA). CRECI will offer its examinations in a place and manner accessible to persons with qualifying disabilities or offer alternative accessible arrangements for such individuals, where feasible.

Candidates must submit requests for accommodations to CRECI at info@creci.org and all requests must be approved at least 10 business days before the scheduled exam date.

To qualify for a testing accommodation under the ADA, you must demonstrate that you have a qualifying disability that necessitates the provision of a testing accommodation.

A disability is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities, as compared to most people in the general population.

Sitting for the Examination

The CMCP examination is comprised of 125 multiple-choice questions, of which 100 questions are scored and 25 questions are considered pretest. Pretest questions are unscored questions and do not affect the score. Pretest questions are unscored questions and do not affect the score. They are used in examinations as an effective and legitimate way to test the validity of future examination questions. All questions are randomly placed throughout the examination.

All questions have one correct answer. The examination is strictly pass/fail based on the number of correct answers. Candidates have 2.25 hours to complete the CMCP examination.

The CMCP examination is administered only at Pearson VUE testing centers and at the present time, the examination is offered in English only.

Candidates must also agree to CRECI's Non-Disclosure Agreement before they can take the examination.

Examination Report and Certificate

The candidate is notified immediately regarding pass/fail status upon completion of the examination. The web-based score report should be available for the candidate in their Pearson VUE portal within 24 hours following completion of the examination.

Candidates who have met all requirements for certification should receive their official CMCP certificate within 4-6 weeks after passing the examination.

Rescheduling/Cancellation Policy for Examination

You can reschedule or cancel your examination at any time, as long as you do so more than 48 hours before your scheduled examination appointment. However, because of limited seating capacity at test centers, late rescheduling and cancellations will result in administrative fees as follows.

- If a candidate schedules an exam date and needs to change the date, there will be no fee if the change is made at least 48 hours before the original date.
- For cancellations received 48 or more hours prior to scheduled exam, you will receive a refund less a \$75 administration fee.
- If you reschedule less than 48 hours before the original exam date, or if you do not show up for the examination and want to reschedule, you will be charged a \$125 administrative fee.
- For cancellations received less than 48 hours prior to scheduled exam, you will receive a refund less a \$125 administrative fee.
- Once your cancellation is confirmed, you are no longer eligible for admission to the exam.

Reexamination

If you do not pass the CMCP exam, you may schedule a re-test as early as 30 calendar days of notification. The retesting fee is \$295.

Candidates can re-take the exam up to 3 times within a 12-month period. After 12 months, a waiting period of 1 year from the last exam date is required before they can reapply.

Recertification

Your certification cycle begins the day you pass the examination and are granted the CMCP credential. The CMCP term is for 3 years and you are required to earn and report 45 continuing education hours with at least 3 hours of ethics in commercial real estate property management within each 3-year term. You must also demonstrate industry currency through employment within 90 calendar days of applying for recertification. The recertification fee is \$325

Overdue Recertification – certificants have a 3-month grace period to renew their expired certification without penalty. An additional 3-month grace period may be provided with a \$100 charge in addition to the recertification fee. If you do not renew your certification after 6 months, you would be required to reapply for the certification and take the examination.

CMCP Refund Policy

For cancellations received 48 hours or more prior to scheduled exam, a candidate would receive a refund less a \$75 administration fee.

For cancellations received less than 48 hours prior to scheduled exam, a candidate would receive a refund less a \$125 administrative fee.

Once your cancellation is confirmed, you are no longer eligible for admission to the exam.

If an application is disapproved, the examination fee will be refunded less a \$75 administration fee.

Candidate Appeals and Complaints

Certification Appeals Process

An appeal is a formal request for special consideration regarding a decision made by the CRECI Board of Managers or its representatives related to an individual's achievement or retention of a certification.

An appeal must be submitted electronically to appeals@creci.org with the word "Appeal" in the subject header. The appeal must be submitted no later than 30 calendar days after notification by CRECI of the adverse decision.

An appeal must include:

- Name and email address of the appellant;
- A description of why the appeal should be granted; and
- All relevant documentation that supports the appeal.

We will acknowledge your appeal in writing, within 5 business days of receipt.

Written notice of the Appeals Panel determination (Appeal Denied or Appeal Approved) or a progress notice (Appeal Forwarded or Appeal Delayed) will be provided to the appellant within 10 business days of the determination.

If applicable, appeals are sent to an independent Appeals Team (a three-member team pulled from the Appeals Panel) for consideration. The appeal will be considered no later than 90 calendar days after the appeal receipt.

Written notice of the Appeals Team determination (Appeal Denied or Appeal Approved) or a progress notice (of Appeal Delayed) will be provided to the appellant within 10 business days of the determination.

Certification Complaints Process

Individuals with concerns regarding the certification program materials, personnel, or activities are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

A formal complaint shall be submitted electronically to complaints@creci.org with the word “Complaint” in the subject header within 90 calendar days of the incident’s occurrence. In the case of complaints related to exam administration, those must be submitted within 2 weeks after the applicable exam administration. The submission must include sufficient objective evidence to substantiate the claim(s) and appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as a complaint. Anonymous complaints will not be considered.

If the complaint is not immediately resolvable, written notice of progress (of a referral or escalation) will be provided to the complainant within 10 business days of complaint receipt.

In all cases, the Director or assignee will communicate the proposed resolution to the complainant within a period of no longer than 30 calendar days.

A complaint against a certificant must be submitted by e-mail to complaints@creci.org with Complaint Against Certificant in the subject heading. A complaint must meet four criteria:

- Specific to a section of the CRECI Professionalism and Ethical Standards
- In writing by the individual lodging the complaint
- Supported by definitive and specific evidence of such accusation
- Made against a current holder of a CRECI certification

If a preliminary investigation of the information/evidence reveals a valid complaint, the individual(s) named in the written complaint will be sent a “Notice of Complaint.” The CRECI Board of Managers will also request any additional information needed and a specific timeframe for providing such information. If this additional information is not received, a decision will be rendered based on the information initially provided.

If it is determined that no further action is warranted, the complainant will be advised in writing of the outcome of the initial assessment. The target date for this communication is within 30 calendar days after receipt of the complaint.

If the initial investigation supports the complaint, an independent investigation will commence, and the information will be handed over to the CRECI Board of Managers.

If a complaint is found to have valid grounds, the CRECI Board of Managers may recommend one of the following disciplinary actions depending on the severity of the infraction:

- **Warning.** A written warning could be issued that outlines the consequences if the situation occurs again, or if there is another violation.
- **Suspension.** CRECI certification or eligibility to become certified could be suspended.
- **Revocation of Certification.** CRECI certification could be revoked.

Certification Fairness Policies

Nondiscrimination

CRECI adheres to the principles of fairness and due process and endorse the principles of equal opportunity. CRECI certification programs will not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, national or ethnic origin, marital status, veteran status, sexual orientation or disability.

It is critical that an equal opportunity is provided to every individual and that no person or group is given special treatment in the granting of any credential.

Accommodations

It is CRECI's policy to comply with Title III of the Americans with Disabilities Act (ADA). CRECI will offer its examinations in a place and manner accessible to persons with qualifying disabilities or offer alternative accessible arrangements for such individuals, where feasible.

Candidates must submit requests for accommodations to CRECI at info@creci.org and all requests must be approved at least 10 business days before the scheduled exam date.

To qualify for a testing accommodation under the ADA, you must demonstrate that you have a qualifying disability that necessitates the provision of a testing accommodation. A disability is defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities, as compared to most people in the general population.

Consistent with the ADA, CRECI will:

Offer its examinations in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals, where feasible.

Make reasonable modifications, upon request, to its examination procedures or provide auxiliary aides or services for candidates with documented disabilities.

Evaluate each request for an accommodation and any information submitted in support of such request.

Impartiality

CRECI's leadership and management, including its CRECI Board of Managers, endorse the principles of impartiality and equal opportunity, and commit to act impartially and equitably in relation to its applicants, candidates, and certificants, including but not limited to 1) applying its standards and requirements for examinations and certifications equally to all individuals regardless of age, race, religion, gender, sexual orientation, gender identity, national origin, veteran status or disability, 2) implementing its policies and procedures impartially and fairly, 3) not restricting certification based on undue financial or other limiting conditions, and 4) not allowing commercial, financial, or other pressures to compromise impartiality in certification activities.

Conflict of Interest

A conflict of interest may be defined as an interest that might affect, or might reasonably appear likely to affect, the judgement or conduct of an individual associated with CRECI Board of Managers, any staff member, contractor or volunteer.

CRECI will identify threats to impartiality related to its certification program(s). These analyses will consider, at minimum:

- Potential threats from its activities, its related bodies, its relationships with other entities, and the relationships of its personnel to other individuals or entities
- Commercial, financial, or other influences that pose potential threats
- Potential or real conflicts of interest of CRECI Board of Managers members, panel members, staff, and contractors
- Balanced involvement of Interested parties in certification activities, especially representation on the CRECI Board of Managers and its panels
- Independence of CRECI training activities from certification activities
- Changes in personnel involved with certification activities, organization structure, the certification schemes, certification policy, relationships with other entities, and contracts/agreements related to certification activities.

Security Policies

Privacy and Confidentiality

CRECI will hold in confidence and in a secure manner the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, contracted, or volunteer) acting on its behalf. Except as required in this *Certification Quality Management System*, information about a particular individual is considered confidential information and will not be disclosed to a third party by CRECI staff, volunteers, or contractors without prior written consent of the individual. Where the law requires information to be disclosed to a third party, the individual will be notified in writing beforehand of the information disclosed.

Exam Security

CRECI will safeguard all examination materials during the course of certification program activities at all levels of the organization, including all personnel (staff, volunteers, and contractors) acting on its behalf. CRECI will take proactive measures to prevent fraudulent examination practices, including but not limited to the following:

- Upon registering for an examination site, candidates will be required to sign an agreement indicating their commitment to not release confidential materials or participate in fraudulent test-taking practices.
- Examination site personnel will confirm the identity of the candidate upon check-in.
- A live proctor will be present during the examination.
- The proctor will take measures to prevent the use of unauthorized aids in the examination area.
- As CRECI's testing agency, Pearson VUE will monitor the examination results for indications of cheating.

Records Control

CRECI will restrict access to the certification records to only those personnel requiring access to accomplish certification-related duties.

Electronic copies of records will be archived according to the records control schedule.

Printed copies of records that are scanned to be stored electronically will be shredded. The documents/records will be held in a secure location if they contain information that must be protected.

Professional Conduct Policies

Code of Conduct

This code of professionalism and ethical standards and conduct is intended to increase the esteem of CRECI credentials and the individuals who have earned them. CRECI candidates must accept this code of professionalism and ethical standards and noncompliance is grounds for revoking any previously earned CRECI credential.

- Professionalism
Each CRECI certified professional shall:
 - conduct business in a manner promoting the highest level of professionalism and integrity, bringing credit to the property management profession, the industry, and CRECI.
 - speak truthfully and act in accordance with accepted principles of honesty and integrity.
 - fairly represent his or her own scope of knowledge and ability to perform services.
- Responsibility to Clients and Employers
Each CRECI certified professional shall:
 - diligently and honestly pursue the client's legitimate objectives.
 - place the interests of the client and/or employer above his or her own in the performance of work.
- Responsibilities to Real Property and Equipment
Each CRECI certified professional shall:
 - be diligent in the operation of property to maximize its long-term value within the client's objectives.
 - not permit or cause damage to the property or properties under his or her control.
 - take those actions reasonably necessary and consistent with accepted standards of the industry in the operation of the property to maximize the security and life safety of the occupants.
- Conflict of Interest
Each CRECI certified professional shall:
 - fully disclose to the client any known conflict of interest between (i) the client; client's employees; suppliers; and other related parties, and (ii) the owner; manager; or their employees arising prior to the engagement of management services.
 - use every reasonable means to resolve such conflicts.

- not permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.
- Confidentiality
Each CRECI certified professional shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.
- Fair Dealing
Each CRECI certified professional shall:
 - endeavor to deal fairly with clients, tenants, competitors, vendors, employer, and employees.
 - not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- Records Management
Each CRECI certified professional shall:
 - maintain complete and accurate records compiled in accordance with generally accepted procedures and provide these records to the client or employer with comment on a regular basis.
 - control the funds and property entrusted to the designee in such a way as to protect the client and client's assets from any reasonably foreseeable losses.
- Compliance with Laws
Each CRECI certified professional shall strictly adhere to all national, state/provincial, and local/municipal laws, regulations, codes, and ordinances, as well as any human rights statutes in the management and operation of property or equipment, apprising property owners as appropriate.