

The background of the cover features a low-angle, perspective view of a curved architectural structure. It consists of a grid of dark metal lines forming a series of diamond-shaped panels, likely glass or a similar material, that curve away from the viewer. The lighting creates a gradient from light blue at the top to a darker blue at the bottom. An orange triangular shape is positioned in the upper right, overlapping the grid and the text area.

**CERTIFIED MANAGER
OF COMMERCIAL
PROPERTIES
CMCP**

Recertification
Handbook

Renewing your CMCP certification allows you to continue to stand out in the Commercial Real Estate talent marketplace.

Take the time to renew your CMCP to demonstrate your commitment to the CRE industry by keeping up with best practices and demonstrating currency in your skill sets. Renewal can be done in just a few quick steps:

Recertification — Quick Reference

Step 1

Complete your renewal application

- www.creci.org/renew

Step 2

Verify your application is complete

- Did you record 45 CEUs per requirements?
- Are you actively employed in the CRE industry?

Step 3

Submit your application

- Submit your application to renew@creci.org.
- Submit your \$325 recertification fee.

Step 4

Renewal Approved? Audit?

- Renewal approved? Await the receipt of your new CMCP certificate.
- Selected for audit? Submit documentation to www.creci.org/renew.

Contents

Recertification — Quick Reference	2
The CMCP Difference.....	4
Recertification Overview	5
Qualifying CEU Activities	6
Recertification Application Review.....	9
CEU Application Audits.....	9
Certification Expiration	10
Certification Reinstatement.....	10
Certification Appeals.....	10
Appendix A: CMCP Competency Domains.....	11
Appendix B: Recertification Terms.....	12
Appendix C: Sample CEU Log.....	14
Appendix D: CRECI Code of Professionalism and Ethical Standards and Conduct	15

The CMCP Difference

The Certified Manager of Commercial Properties™ (CMCP™) certification represents a third-party validation of the knowledge, skills, and abilities of professionals achieving this credential. CMCP certificants demonstrate initial mastery of foundational principles that have been identified by industry experts as critical to success for a career in the commercial real estate industry. Achievement and investment in the CMCP certification results in positive outcomes for your employer and your career.

✓ Your Employer	✓ Your Career
✓ Boosted Productivity	✓ Enhanced Personal Brand
✓ Employee Commitment	✓ Increased marketability
✓ Enhanced Credibility	✓ Increased earning power
✓ Talent Skills Assessment	✓ Respect from peers

“I definitely believe the CMCP is giving people a place to establish their career... Industries like finance and banking have certifications that really establish someone so having that in CRE is a good starting point... It’s always important to learn and evolve your knowledge...”

- Damon Skelly, CMCP
Senior Analyst at USAA Real Estate

“As an owner of a boutique CRE firm, if a resume came across my desk and I saw that they had a CMCP, I would have much more confidence that they had the foundational knowledge to be successful at my firm...”

- Trish Faidiga, Owner
Advantage Building & Facility Services

Recertification Overview

Recertification Cycle	Every 3 years Certificants are granted a 3-month grace period during which they can recertify without penalty An additional 3-month grace period may be provided with a \$100 charge in addition to the recertification fee. During the grace period, the credential is considered active.
Recertification Fee	\$325
Continuing Education Units (CEUs) Required	45 CEUs addressing at least 3 CMCP competency domains, with at least 3 CEUs in ethics in commercial real estate. CEUs can include continuing education, volunteer leadership, and CRECI/CMCP support
Employment	Verification of current employment in the CRE industry is required, defined as currently employed or last employment in industry ending no more than 90 calendar days prior to the CMCP recertification application submission.
Application	Completion of the online application and attestation to adherence to the CRECI Code of Professionalism and Ethical Standards

Recertifying as a CMCP demonstrates your commitment to your personal growth and career within the CRE industry. Holding the CMCP credential offers you a unique badge of distinction as you seek to grow your CRE career and pursue additional investments in your personal and professional development.

“CMCP is the only certification of its kind for early career commercial property managers.”

– www.creci.org

Qualifying CEU Activities

CRECI recognizes that CMCPs engage in many different types of activities to help them maintain currency in their profession, demonstrate professional growth, and enhance their knowledge, skills, and abilities in the field of commercial property management.

CMCP recertification qualifying CEU Activities fall into 3 major categories:

- Continuing Education
- Volunteer Leadership
- CRECI/CMCP Support Activities

CEUs must:

- be earned within your 3-year recertification cycle
- align with one or more of the CMCP competency domains
- meet the total 45 CEU requirement
- address at least 3 CMCP competency domains
- include at least 3 CEUs of ethics related to CRE

Examples – CEU credit submissions:

- 30-hour designation/certificate course 30 CEUs
- 30–44 minute course 0.5 CEU
- 45–74 minute course 1.0 CEU

Courses less than 30 minutes do not qualify for CEU credit. Longer course durations can be rounded to the nearest half point. For example:

- 75–104 minute course 1.5 CEUs

Through its requirements for the CMCP certification, CRECI recognizes and encourages certificants to engage in a variety of activities that benefit their profession, demonstrate personal and professional growth, offer added value for their employers.

CMCP recertification qualifying CEU Activities fall into 3 major categories:

- Continuing Education
- Volunteer Leadership
- CRECI/CMCP Support Activities

CEU activities must address one or more of the CMCP competency domains.

1. Business of the Building: Financial Acumen
2. Business of the Building: Lease Management
3. Building Operations: Policies & Procedures
4. Building Operations & Maintenance
5. Building Relationships: Internal
6. Building Relationships: External
7. Integrated Competencies

Continuing Education

Activity Type	Description: Activity Log	Documentation Required	CEU's granted
Completion of an industry recognized CRE designation or certificate course	<ul style="list-style-type: none"> • Name of sponsor • Program title • Date completed • CEUs earned • CMCP competency domain(s) 	Certificate of completion with date, CEUs earned or course hours, and sponsor contact information	1 CEU per 60 minutes
Completion of a CRE continuing education program such as a course, seminar, webinar, conference session, or workshop	<ul style="list-style-type: none"> • Name of sponsor • Program title • date(s) attended • CEUs earned • CMCP competency domain(s) 	Certificate of Attendance – must have program date(s) and hours	1 CEU per 60 minutes of instruction
Completion of an academic course for college credit, such as a degree or non-degree college or university course	<ul style="list-style-type: none"> • College or University name • Course title • Date(s) of course • Credits earned • CMCP competency domain(s) 	Grade report reflecting name, satisfactory completion (B or higher), course description, class schedule/credit hours	15 CEUs per credit hour of a semester course (14 CEUs per credit hour of a trimester course, and 10 CEUs for a quarter course)
Completion of an academic, non-credit college course	<ul style="list-style-type: none"> • College or University name • Course title • Date(s) of course • Credits earned • CMCP competency domain(s) 	Grade report reflecting name, satisfactory completion (B or higher), course description, class schedule/credit hours	1 CEU per 3 hours of class time
Independent study activities relevant to the CRE property management profession, such as research activities	<ul style="list-style-type: none"> • Name of study • Dates and length of participation • CMCP competency domain(s) 	Evidence of participation in research activity along with a description of final outcomes	1 CEU per 60 minutes of participation 1 CEU per research activity/year.

Volunteer Leadership

Activity	Description: Activity Log	Documentation Required	CEU's granted
Authoring or editing a chapter for a textbook, workbook, or other CRE property management reference work	<ul style="list-style-type: none"> Title of chapter Title of book Name of organization, author or editor Date of publication CMCP competency domain(s) 	<ul style="list-style-type: none"> Copy of the chapter title page reflecting contributions of work Copyright page to verify date of publication 	5 CEUs per chapter (maximum of 50 CEUs per book)
Delivering a conference or course presentation relevant to property management	<ul style="list-style-type: none"> Event title Presentation title Learning objectives Date and location CMCP competency domain(s) 	Copy of speaker letter of invitation from organization to include presentation/ panel and title and date, presentation length	*1 CEU per 60 minutes of presentation time *Submit only one instance of the same presentation per recertification cycle
Volunteer project or positions intended to advance the CRE property management profession. This work cannot be part of your full-time employment	<ul style="list-style-type: none"> Name of organization Name of project Description of your contribution/role Date(s) Relevant competency domains 	Letter or other document from the sponsoring organization describing the project/role and your dates of service, contact hours, and contributions	Up to 20 CEUs per year – prorated. If elected position, such as Chair, Vice Chair, Treasurer or Secretary– up to 5 CEUs per quarter If non-elected position – 1 CEU per project

Volunteer Project Work in Support of CRECI Initiatives

Activity	Description: Activity Log	Documentation Required	CEU's granted
Participation in CRECI initiatives for validating credibility and quality of certifications. Examples: exam item writing workshops; job task analysis (JTA)	<ul style="list-style-type: none"> Project title Dates of participation # of hours committed # of exam items written 	Documentation from CRECI confirming participation, dates, and time committed	Exam item writing: 1 CEU per item written, max 20 per cycle Other project work: 1 CEU per hour, max 25 per cycle

Nonqualifying CEU Activities

CRECI's governing body approved broad recertification qualifying activities relative to the established CRECI Body of Knowledge for property management professionals. Certificants should be careful to ensure all CEUs submitted meet the qualifying activity criteria to avoid any challenges with certification renewal. Recertification applications will be considered incomplete if CEUs represent nonqualifying activities such as:

- Instructing or teaching a class outside the scope of CRECI competency domains
- Summarizing articles, audio, or video presentations vs being a primary author
- Publishing materials and/or presentations developed as a direct part of an individual's employment
- Participating in education events not related to the CRECI Body of Knowledge

Recertification Application Review

Ensuring you have met the recertification requirements will expedite the review and ultimate approval of your recertification application. Key items to remember are:

- CEUs must be completed prior to your certification expiration date
 - CRECI accepts submissions as early as 1 year prior to expiration
- CEUs will be granted for qualifying activities only
- Application approval requires:
 - CRECI receipt of recertification fee
 - Clear representation of 45 CEUs, including 3 CEUs for ethics and a minimum of 3 domains represented
 - Verification of current industry employment at the time of application submission (employed in CRE within 90 days of submission)
- CEU applicants will be notified of renewal approval or audit once applications are approved

CEU Application Audits

Annually, 10% of recertification applications are randomly selected for audit to ensure compliance with accreditation standards. Individuals selected for audits will be notified in writing and will be required to submit verifiable documentation for each CEU activity by the due date specified. To comply with audit requirements, certificants should:

- Respond to the audit inquiry in advance of the 30-day deadline provided
- Submit all supporting documentation for CEUs represented on the recertification application to renew@creci.org
- Retain all CEU documentation for at least 1 year following the cycle renewal

Failure to respond to the audit request by the specified due date will result in the expiration of a certificant's right to use the CMCP mark.

CEU Documentation Requirements

Certificants are required to retain and be prepared to share all documentation in support of their 45 credit hour recertification activities as submitted on their application. Examples of documentation include: certificates of completion or attendance, transcripts, letters, or other approval documents as noted in the qualifying activity table.

Certification Expiration

When all relevant deadlines have passed without timely submission of a complete recertification application, a CMCP credential will be considered expired, and the former credential holder must immediately cease using the CMCP mark.

Certification Reinstatement

Once an individual's credential has been revoked or expired, he or she must apply for the certification as a new candidate to reinstate the credential. A new certification will be awarded upon successful completion of the certification exam. The certification candidate must apply with all credential policies and procedures in place at the time the new application is submitted.

Certification Appeals

The occurrence of any of the following events during the final three months (90 calendar days) before a certificant's final recertification deadline shall be grounds for appeal:

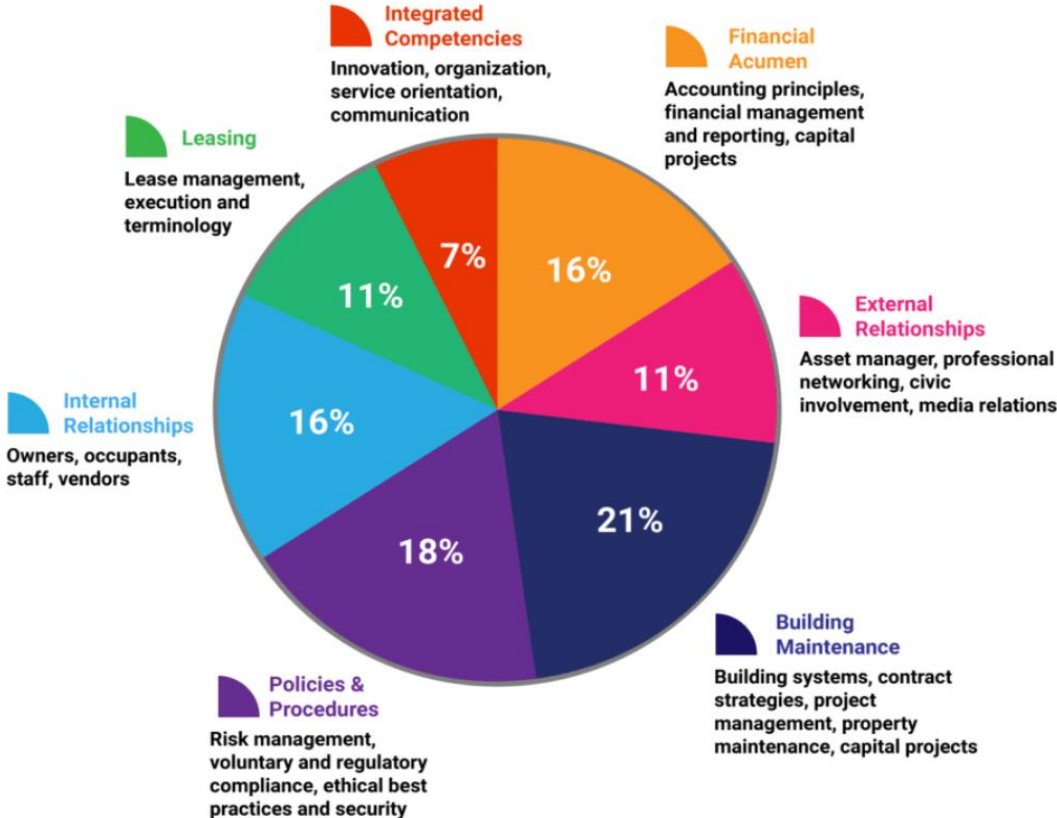
- Serious illness or unexpected medical event
- Death, serious illness, or medical event in the immediate family (parent, sibling, spouse, or child)
- Overseas military deployment

Appellants must submit a signed, written request for an exception or reversal in consideration of their circumstances. The written request shall identify which of the circumstanced grounds listed above serves as the basis of the appeal and include supporting documentation.

All appeals should be submitted to appeals@creci.org.

Appendix A: CMCP Competency Domains

The CMCP™ exam reflects industry best practices and the body of knowledge necessary for a successful career in property management.



Appendix B: Recertification Terms

Body of Knowledge

The domains, competencies, and areas of knowledge, skill, and ability as illustrated in the CMCP Exam Blueprint.

Certification Date

The date an individual successfully passed his or her initial certification exam, which is also the start date for the recertification cycle. For participants in the CMCP pilot program, the anniversary date is July 1, 2019.

Certification Mark

A mark of distinction available to certified professionals to display after their names to signal their certification achievement. Use of a mark is a privilege earned through certification and maintained through recertification.

Certification

A process by which an entity grants formal recognition to individuals that meet predetermined, standardized criteria. The certification process involves determination of eligibility, an assessment of demonstration of competence, and requirements for regular recertification. Certification is usually voluntary and established by a non-governmental entity. *

Code of Conduct

The CRECI Code of Professionalism and Ethical Standards & Conduct. All CMCPs agreed to adhere to the Code as part of the application process, and reaffirm this commitment as part of their recertification.

Continuing Education Unit (CEU)

Generally equated to one clock hour. CMCP recertification requires 45 CEUs related to at least three domains in the CMCP Body of Knowledge, with at least three CEUs pertaining to ethics in commercial real estate.

Credential

A certification, designation, or other professional recognition of professional proficiency, awarded by a recognized industry entity, generally allowing the credentialed individual to use the awarded certification or designation mark.

* From the Institute for Credentialing Excellence

Governance

CRECI is committed to impartiality and objectivity with all aspects of its credentialing operations. CRECI policies and procedures are implemented in a fair manner among all candidates and certified individuals with approval and oversight being the responsibility of the CRECI Board of Managers.

Grace Period

The 3-month period following the 3-year cycle and date during which certificants can 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. During the grace period, the credential is still considered active.

Non-qualifying activities

CEUs submitted that do not meet the qualifying activities requirements. These include teaching a class outside the scope of CMCP competency domains, summarizing articles, audio, or video presentations vs being a primary author, publishing materials and/or presentations developed as a direct part of an individual's employment, and participating in education events not related to the CRECI Body of Knowledge.

Qualifying activities

CEUs submitted that fall under the three activity types and address one or more of the CMCP competency domains.

Recertification Audit

The process of reviewing 10 percent of recertification applications per year. Candidates will be notified within 60 days of submitting a recertification application. They will then have 30 days to respond with all relevant records.

Recertification Cycle

The 3-year cycle during which time an individual must obtain and earn the required number of continuing education units (CEUs), pay the recertification fees, and demonstrate industry currency through employment.

Appendix C: Sample CEU Log



CMCP Recertification CEU Submission Log

CEU Category #s

1. Education
2. Volunteer Work
3. CRECI Support

Ethics: At least 3 CEUs must address ethics in commercial real estate

CMCP Competency Domain #s

(at least 3 domains must be addressed)

1. Business of the Building: Financial Acumen
2. Business of the Building: Lease Management
3. Building Operations: Policies & Procedures
4. Building Operations & Maintenance
5. Building Relationships: Internal
6. Building Relationships: External
7. Integrated Competencies

Date(s) of Activity	Program Name	Sponsor Organization	# of CEUs	CEU Category #	CMCP Competency Domain #	Ethics Related? (Y/N)

— Use multiple copies of this log as needed —

Appendix D: CRECI Code of Professionalism and Ethical Standards and 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, appraising property owners as appropriate.