





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

• Download at 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 education@boma.org.
- Submit your \$150 recertification fee at www.creci.org/renew.

Step 4

Renewal Approved/Possible Audit

- Renewal approved
- Selected for audit? Submit documentation to education@boma.org.

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: CMCP Code of Professionalism and Ethical Standards and Conduct	14

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 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.



"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	\$150		
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 BOMA/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 CMCP 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.

Qualifying CEU Activities

BOMA 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
- BOMA/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	o.5 CEU
•	45–74 minute course	1.0 CEU

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, BOMA 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.

In total, CEU activities must address three 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	 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	 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 nondegree college or university course	 College or University name Course title Date(s) of course Credits earned CMCP competency domain(s) 	Grade report reflecting name, satisfactory completion, 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	 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 1 hour of class time
Independent study activities relevant to the CRE property management profession, such as research activities	 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	 Title of chapter Title of book Name of organization, author or editor Date of publication CMCP competency domain(s) 	 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	 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	 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. 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 BOMA Initiatives

Activity	Description: Activity Log	Documentation Required	CEU's granted
Participation in BOMA initiatives for validating credibility and quality of certifications. Examples: exam item writing workshops; job task analysis (JTA)	 Project title Dates of participation # of hours committed # of exam items written 	Documentation from BOMA 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

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 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
- Participating in education events not related to the CMCP 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
 - o BOMA accepts submissions as early as 1 year prior to expiration
- CEUs will be granted for qualifying activities only
- Application approval requires:
 - o Recipt 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

10% of recertification applications annually 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 education@boma.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:

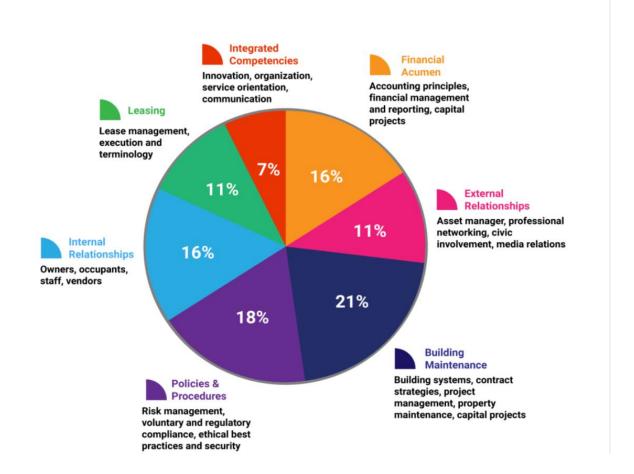
- Serious illness or unexpected medical event
- Death, serious illness, or medical event in the immediate family (parent, sibling, spouse, or child)
- Overseas military deployment

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 education@boma.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. .

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 CMCP 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)

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

BOMA is committed to impartiality and objectivity with all aspects of its credentialling operations. BOMA policies and procedures are implemented in a fair manner among all candidates and certified individuals.

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 CMCP 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 fee, and demonstrate industry currency through employment.

Appendix C: CMCP® Code of Professionalism and Ethical Standards and Conduct

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

• Professionalism

Each CMCP 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 BOMA.
- 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 CMCP certified professional shall:

- o 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 CMCP 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 CMCP 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.
- o use every reasonable means to resolve such conflicts.
- o not permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.

Confidentiality

Each CMCP 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 CMCP 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 CMCP 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.
- o 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 CMCP 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.