



PROCTOR'S MANUAL

On-line student testing version

National Property Management Association
Certification Program

This page intentionally left blank.

Introduction

Message to Proctors

Thank you for taking on this very important role as a Proctor for the National Property Management Association. The responsibilities of the Proctor are critical to the success, creditability and integrity of the NPMA Certification Program.

Proctors have access to confidential information and the NPMA certification exam content. Because of the sensitive nature of certification examinations, standardized procedures must be followed to ensure that exam administration and test security standards are upheld so that all examinees have equal opportunities to demonstrate their abilities.

Procedures are necessary to prevent some examinees from gaining an unfair advantage over others, and to assist the Proctor in dealing with unusual conditions that may occur during the examination. Ensuring that examinees receive the same opportunities during the testing is a primary responsibility for the Proctor. Proctors should seek to administer the exam in the most comfortable conditions as possible.

The Proctor role in the NPMA program is highly respected volunteer position. Proctors give their time to their fellow members to help them advance in the profession.

We recognize the vital role that the Proctor fills in the testing process and thank you for your services to the members of NPMA.

MANUAL CONTENTS:

- Responsibilities of the Proctor - Section 1 page 5
- Receiving, Checking and Storing Exam Materials -.Section 2 page 5
- Preparation for Administering the Exam - Section 3. page 6
 - Examination Room
 - Ancillary Supplies
- Administering the Exam - Section 4 page 6
 - Registration of the Examinees
 - Distribution of Exam Materials
 - Answering Questions About the Exam Items
 - Absence from the Exam
 - Supervising the Examination
 - Irregular Incidents
 - Collecting Exam Materials
 - Return of Exam Materials
- Other Information about Certification - Section 5 page 8
 - Proctor Application.....page 10
 - Code of Ethicspage 11
 - Instructions to Examineespage 13

Responsibilities of the Proctor

Section 1

Proctors must be a CPPM level of certification in good standing or an approved Human Resource Representative. As the proctor, you have complete responsibility for all aspects of the Certification exam. Adhering to the guidelines in this manual will help to avoid conditions that could compromise the examinations and lead to unfair practices related to test administration.

Exam Proctors' Responsibilities:

- Become thoroughly familiar with this manual.
- Receive, check and bear full responsibility for the security of each individual examination log in and password.
- Promptly contact the testing member when notified of their test order if they did not ask for your services prior to your notification. If you are uncomfortable contacting the member because you do not know them or for any other reason, please contact the Certification Manager at NPMA Headquarters (727) 736-3788 ext 307.
- Report any procedure violations to the Certification Manager at NPMA Headquarters (727) 736-3788 ext 307.
- Conduct the examination according to instructions to ensure that every examinee is tested under a uniform set of prescribed conditions with adherence to the timed testing and minimal disturbance.
- After the test is completed, check the computer screen for completion response and close out of the testing web browser.

Note: To avoid situations in which the Proctor may have a vested interest in the potential outcome of the certification testing, Proctors **may not** administer exams to co-workers, staff or team members working in the same department and they also **may not** charge any type of fees for proctoring exams.

Receiving Security Access for Individual Exams

Section 2

The Proctor should receive an email notification with the log in and password when the test is purchased by the member. If you have not received an email with this information and have a scheduled examination date to proctor for a member, contact the member to confirm they have purchased their test. It is the member's responsibility to purchase their test and take it before the expiration date. If there is an error or if the test access is expired the member must contact the Certification Manager at NPMA Headquarters.

Security of test materials is critical. From the moment of receipt, you are fully responsible for protecting the log in and password from loss or unauthorized access. If the log in and password are misplaced, contact the Certification Manager at NPMA (727) 736-3788 ext 307 immediately. Each unique log in and password must be secured area of your computer. Access must be limited to authorized Proctors only.

Preparation for Administering the Exam

Section 3

EXAMINATION ROOM

Careful consideration should be given to the room that will be used for the Certification Exam. The room should have comfortable temperature, low noise level, good lighting and ventilation. There should also be access to bathroom facilities, tissues and water. All seating should be equipped with adequate space for laptop if not being taken on a PC. If possible, do not allow the student to use their own laptop or PC. If multiple examinees are taking tests, they should be separated as much as possible with at least 6 feet of space between examinees.

Interruptions should be kept to a minimum. Once the test has begun, examinees should be asked to remain in the room unless there is an emergency. The timer for the test cannot be paused.

Proctor(s) should avoid reading any exam questions or providing assistance in answering exam questions.

Proctor(s) should be present in the room at all times and have clear visibility of all examinees and computer monitors and/or screens. Monitor the student periodically to ensure that no other software programs are open during the examination.

If examinees have requested special accommodations during their test application, in accordance with the Americans with Disabilities Act (ADA), the Certification Manager from NPMA will make all arrangements to meet those special needs and provide details to the Proctor in advance of the exam. The Proctor should ensure that special accommodations are available to the examinee(s), and if there are problems or issues, promptly report them to the facility contact and/or the Certification Manager at NPMA.

NO TEXTBOOK (electronic or hard-copy) OR NOTES ARE ALLOWED

Administering the Exam

Section 4

REGISTRATION OF THE EXAMINEES

All examinees must take the exam prior to the expiration date. It is the student's responsibility to take the test before that time. If the date has expired, the student must contact the Certification Manager at NPMA for re-issuance within 30 days of expiration. This is not a guarantee the student will granted an extension.

Each examinee is required to provide a photo ID to the Proctor. If there are any errors or information about the exam, student testing site or any other information that needs to be reported to headquarters, please email your comments or concerns to certification @npma.org.

If an examinee reports late with a valid rationale the Proctor may admit the examinee, if it will not be disruptive to any other examinees.

PROCTOR MANUAL FOR NPMA
DISTRIBUTION OF EXAM MATERIALS

Read the Instructions to the Examinees or allow them to read the Instructions on their own. Ask if there are any questions about the Instructions.

ANSWERING QUESTIONS ABOUT EXAM ITEMS

Questions about the examination content should not be discussed during the testing time. If an examinee thinks an item is misprinted or incorrect, instruct the examinee to answer it to the best of his/her ability, and assure the examinee that the appropriate authorities will address the item(s) before the exam is scored. Record the question number, exam id and candidate name and email this information to headquarters at certification@npma.org

ABSENCE FROM THE EXAM

Temporary Withdrawal: Examinees should not leave the testing room. If the Candidate needs to go to the restroom during the examination, only one examinee at a time may leave, and the Proctor should cover the computer screen until the examinee returns.

Permanent Withdrawal: If an examinee must withdraw permanently due to illness or emergency, the exam must be stopped and headquarters contacted immediately at 727-736-3788 ext 307.

Early Dismissal: Examinees who finish the exam early may be permitted to leave one at a time. After the test is completed, check the computer screen for completion response and close out of the testing web browser.

SUPERVISING THE EXAMINATION

During the administration of the examination, the Proctor should observe the examinees to assure that:

- Ensure that the examinee has only one program open (i.e., Word, Wordpad, etc).
- Examinees may not communicate with each other in any way.
- Examinees that leave the exam room may not carry materials with them.
- The room is ***never*** left unattended by the Proctors.
- Ensure that a copy, screen shots, notes or any other information from the exam has not been saved to the hard-drive. Following are two ways to check:
 - Start> Search > For Files and Folders > All Files and Folders > When Was It Modified > enter current date - This will show all files save that day, and the location on the computer.
 - Look at the file name of the exam (located at the top of the window). Do a search on the computer for the file name.

When the test is completed and you have checked for any recently saved documents you ***must*** shut down the computer or reboot it.

IRREGULAR INCIDENTS

The Proctor has the authority and responsibility to assure that the examination is conducted under prescribed conditions for all examinees and to deal with and document incidents that disturb or deviate from those conditions. If an examinee is suspected by observation of a Proctor to be giving or receiving assistance during the exam or has obtained answers to exam questions in advance, the following will be done:

- The examinee is to continue the examination
- Proctor will confirm the observation and if possible have an outside observer confirm the observation.
- NPMA will be notified if consultation is needed.
- If needed, the examinee should be moved to another location in the room.
- Document the incident, including the date and place of examination, and the name of the examinee observed. A detailed description of the incident and the identity of any witness to the incident should be documented and emailed to headquarters at certification@npma.org

All other incidents that may occur before, during or after the exam should be thoroughly documented for the NPMA, such as issues with the facility, weather related interferences, etc.

NOTE: Grading by Proctors or Instructors on-site is a conflict of interest and not authorized.

Other Information About Certification

Section 5

Specific questions should be address to the NPMA Headquarters Certification Manager (727) 736-3788 ext 307.

The Candidate must successfully complete two 50-question exams to obtain the Certified Property Professional Specialist designation (CPPS). To obtain the Certified Property Professional Administrator (CPPA), the candidate must complete the CPPS, two 50-question exams and have three years of Property Management experience. To obtain the Certified Property Professional Manager designation (CPPM), the candidate must complete the CPPS, the CPPA, an essay examination, and have seven years of management experience in the area of Property Management.

The following is a summary of the certification fees, manual costs, and re-certification fee. This information is also available via the NPMA website in the Certification section and subject to change..

CERTIFICATION LEVELS	COST
CPPS	
Application Fee (includes manual & CD containing copy of manual and a Student Study Guide) (non-refundable)	\$85
Module I Exam Fee (non-refundable)	\$50
Module II Exam Fee (non-refundable)	\$50
CPPA	
Application Fee (includes manual & CD containing copy of manual and a Student Study Guide) (non-refundable)	\$85
Module I Exam Fee (non-refundable)	\$50
Module II Exam Fee (non-refundable)	\$50
CPPM	
Exam Fee (non-refundable)	\$75
Exams not completed by test expiration date within 30 days only (1 time) (non-refundable)	STUDENT MUST CALL HQ
Certification Continuance Application Fee (non-refundable)	\$75
Manuals	
Fundamentals of Property Management (with CD containing copy of manual and Student Study Guide) (non-refundable)	\$75 members / \$100 non-members
Advanced Specialty Manuals (with CD containing copy of manual and Student Study Guides) (non-refundable)	\$75 members / \$100 non-members

NPMA Certification Contacts:

Ms. Penny Parker, Membership & Certification Manager
 National Property Management Assoc
 28100 US Hwy 19 N
 Suite 400
 Clearwater, FL 33761
 (727) 736-3788 ext. 307
 fax (727) 736-6707
 email: pparker@npma.org

Terry Rochelle, VP of Certification
 email: Terry.J.Rochelle@boeing.com

PROCTOR APPLICATION

A proctor must be at least a CPPM level of Certification or a Human Resource staff person approved by a committee. All applications must be filled out completely and must be accompanied with a signed Ethics Agreement Form.

(PLEASE PRINT)

Name:		<input type="radio"/> CPPM Number: _____ <input type="radio"/> CF <input type="radio"/> Human Resources or Similar		
Mailing Street or P. O. Address:		City:	State	Zip:
Phone:	Fax:	E-Mail:		
Chapter(NPMA Members only):		Do you teach Certification Courses or Reviews? <div style="text-align: center;"> <input type="radio"/> Yes or <input type="radio"/> No </div>		
Please provide two business references: Each will be contacted-Please inform each reference.				
Name:				
Address:		City	State	Zip
Phone:	Fax	E-Mail		
Name:				
Address:		City	State	Zip
Phone:	Fax	E-Mail		
I agree to accept the responsibilities as stated in the NPMA Proctor Manual. I understand these responsibilities are critical to the success, creditability and integrity of the National Property Management Association Certification Program.				
Signature:			Date:	
For office use only:				
NPMA Vice President of Certification		<input type="radio"/> Approved <input type="radio"/> Declined	Date	
Comments:				
NPMA Executive Director		<input type="radio"/> Approved <input type="radio"/> Declined	Date	
Comments:				
NPMA Manager of Certification		<input type="radio"/> Approved <input type="radio"/> Declined	Date	
Comments:				

Proctors Code of Ethics

Preamble

The National Property Management Association Proctor Code of Ethics:

- I will recognize that all individuals inherently desire to practice their occupations to the best of their abilities.
 - I will assume that all individuals want to do their best.
 - I will maintain a broad and balanced outlook and will recognize the value in the ideas and opinions of others.
 - I will be guided in all my activities by truth, accuracy, fair dealing, and good taste.
 - I will keep informed of the latest developments in techniques, equipment, and processes.
 - I will recommend or initiate methods to increase productivity and efficiency.
 - I will support efforts to strengthen the property management profession through training and education.
 - I will earn and carefully guard my reputation for good moral character and citizenship
 - I will recognize that leadership is a call to service.
-

Exam Equality

Proctors should be honest, fair and impartial in the performance of their responsibilities as Proctor

Proctors should:

- Ensure testing is conducted in a fair and concise manner for all candidates
 - Diligently work out all problems and issues arising to the satisfaction of the candidate and NPMA with minimum interruption or disruption to others
 - Provide a testing atmosphere that is quiet, comfortable and without interruptions.
 - Ensure that testing passwords received from NPMA Headquarters are for the correct exam prior to the scheduled exam date; and resolve discrepancies before the exam date.
 - Monitor candidates during the exam to make sure there is no dishonest behavior.
 - Seek to meet all the requirements for persons with disabilities as requested by Headquarters and assist as needed.
 - Agrees not to discriminate against examinees based on race, color, religion, sex, national origin, and age, physical or mental disabilities. Further agrees to report any acts of discrimination to NPMA Headquarters during the examination.
-

Maintain Integrity and Creditability

Proctors should protect the integrity and creditability of the NPMA Certification Exam by maintaining security before, during and after the exam.

Proctor should:

- Secure log in and password information before and after the examination.
- Ensure computers are secure and uncompromised.
- Promptly report to NPMA Headquarters if suspicious or witnessing acts of cheating, copying, sharing, or if the examination has been compromised.
- Ensure that no manuals, notes, electronic copies of manuals, Student Study Guide or other materials are used during the exam.
- Validate the identification of the examinee by acquaintance or validation of a photo id.
- Maintain confidentiality of the examination, examinees and the Certification Program.
- Agree to disclose to the NPMA Headquarters any instances of potential Conflict of Interest.

I _____ (print name) as a applicant for the position of Proctor of the NPMA Certification Program, am committed to following the ethic guidelines as stated above. I will dedicate myself to upholding the creditability and integrity of the NPMA Certification Program by conducting these duties with a high standard of professionalism and competency. I will be accountable for all of my actions and to this Code of Ethics and my acceptance of this fiduciary responsibility. I will follow these principles in all environments and abide by them completely while fulfilling my duties as an NPMA Proctor.

Signature: _____

Chapter (*if member*): _____ Date: _____

Instruction to the Examinees

Please read prior to each test given

- 1) The test is a 90 minute timed test. The average exam time is 1 hour.
- 2) When the 90 minute timer has been reached the test will end and be completed.
- 3) The timer cannot be paused once it has begun. Please use the restroom before starting the test. If you must excuse yourself during the test the timer will continue.
- 4) **NO** open book, notes or other information is allowed during the testing time.
- 5) The proctor test notification should match the member's name and test ordered. If it is not correct notify headquarters immediately. If the exam password is entered the test is active at that point and a replacement will not be available. The member will have to purchase a new test.
- 6) No other programs can be open at the same time the exam is being taken. **NO** screen shots or other copying of the exam can be taken. The computer the exam is taken on will be checked upon completion of the test by the proctor and the proctor will shut down or reboot the computer.
- 7) If you have any problems with the exam, please discuss with the Proctor after completion. They will notify headquarters.
- 8) Exams not completed by the expiration date for any reason are void.
- 9) If you have any questions regarding the contents of this instruction, please contact Penny Parker, Certification Manager at the NPMA Headquarters 727-736-3788 or Terry Rochelle, Vice President of Certification, Terry.J.Rochelle@boeing.com
- 10) Results of your exam will be posted in the MEMBERS-ONLY area of the NPMA Website (www.npma.org) in your member profile. You will be notified via email when results are posted on Thursdays 7 days after you complete your test. If you have problems accessing your profile, call NPMA HQ at 727-736-3788.