

CPM[®] Certification Examination

Preparation and Registration Information



REAL ESTATE INSTITUTE of CANADA

Institut canadien de l'immeuble

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Introduction to the CPM® Certification Exam

One of the key ways the integrity of the CPM® designation is maintained is through the examination process. The CPM® certification exam is one of the principle tools used to validate the competency of those who are seeking the CPM® designation. To become a CPM®, an individual must pass the CPM® certification exam, in addition to meeting other requirements.

The certification exam measures the knowledge required to competently perform functions IREM uses to define a professional real estate manager. The certification exam recognizes the importance of on-the-job experience as well as what is learned from courses. It also recognizes that the knowledge needed to perform as a professional real estate manager can come from a variety of educational experiences, including REIC courses, college classes, and seminars taught by other organizations. You bring to the exam a wealth of knowledge from several different resources.

Exam Content

The CPM® functions that IREM uses to define a real estate manager are divided into six competency areas, as noted in the chart that follows.

The CPM® certification exam is comprised of 150 multiple-choice questions.

In order to pass the certification exam, you must receive an overall passing score of at least 70%. In the unfortunate event that you take the exam and fail it, you will have the opportunity to retake the exam.

Competency	36 Functions Used by IREM to Define a Real Estate Manager for the CPM® Program
Human Resource Management	<ol style="list-style-type: none"> 1. Hire, manage and evaluate site personnel and/or off-site management staff or contracted management firms, directly or through others. 2. Identify staffing requirements and develop, or approve, job descriptions and/or develop and monitor, or approve, human resource policies and training and development plan.
Maintenance and Operations	<ol style="list-style-type: none"> 3. Identify, implement and monitor, or approve sustainable practices; including, but not limited to energy use/conservations programs for the property. 4. Determine which items or services are to be purchased for the property, prepare specifications, solicit and evaluate bids for contract services, negotiate or approve contracts, and monitor contracts 5. Oversee operation of building systems, supervise employees or monitor contractors who perform routine maintenance and repair work, and/or oversee planning and construction of tenant improvements and interior design. 6. Design, implement and monitor, or approve, preventive maintenance programs for the property. 7. Establish or maintain and enforce the property's operating policies and procedures and occupancy/usage guidelines. 8. Establish, maintain and monitor adherence to, or approve, the property's recording keeping system. 9. Identify, analyze and implement, or approve, capital improvement or replacement programs, including but not limited to maintenance or remodeling programs and resident/tenant improvements, and amenity enhancements. 10. Perform regular property inspections and take appropriate action in accordance with established policies and procedures.
Marketing and Leasing	<ol style="list-style-type: none"> 11. Design and implement, or approve, resident/tenant retention, orientation and property familiarization programs. 12. Communicate routinely with occupants of the property concerning level of service and other management matters and/or investigate and resolve resident/tenant complaints. 13. Administer the leasing and lease renewal process and/or negotiate or approve leases, including the financial impact of the lease. 14. Prepare, market, and show leasable space. 15. Develop, implement, and monitor, a marketing plan and/or leasing plan for the property. 16. Analyze market conditions and recommend, or approve the property's rental rates.
Legal and Risk Management	<ol style="list-style-type: none"> 17. Design, implement, or approve life-safety and emergency preparedness program for the property. 18. Develop, implement or approve a risk management program for the property and/or identify the property's insurable risks and recommend, secure and monitor insurance coverage's. 19. Recommend and/or initiate legal actions for violations of leases contracts or governing documents, including but not limited to, evictions and filing of liens. 20. Ensure the property's compliance with government and environmental regulations.
Financial Operations and Asset Management	<ol style="list-style-type: none"> 21. Process and/or monitor, or approve, property payables. 22. Supervise property collections, including the handling of property receipts, journal entries, records of account, bank deposits, and delinquent accounts. 23. Prepare, present and implement annual property budgets, including capital expenditure budgets, or review, authorize and monitor such budgets prepared by others. 24. Prepare, analyze and/or approve the property's financial and operating statements and variance reports.

	<ul style="list-style-type: none"> 25. Approve major deviations from the budget, exclusive of emergencies. 26. Identify and analyze the property's financial requirements and financing options, and/or replacement reserve requirements, and recommend funding sources to the owner. 27. Estimate and monitor the market value of the property and assess the implications that estimates of value have on the owner; determine the reasonableness of assessed value and insurable value. 28. Identify, analyze and propose alternate uses of the property and implement or approve a plan to change the property's use (e.g., converting a residential building to commercial use). 29. Identify, analyze, and propose property improvements relative to the future value and return on investment. 30. Establish or maintain management controls and analyze the property's performance. 31. Determine the goals and objectives of the property owner. 32. Evaluate real estate tax assessments and recommend an appeal strategy to the owner when appropriate. 33. Prepare a management plan for the property. 34. Identify and recommend, or approve other sources of income for the property and implement programs accordingly.
Client Services	<ul style="list-style-type: none"> 35. Acquire new clients, and/or establish and maintain client relationship(s). 36. Fulfill the company's contractual obligations; including recommending, implementing, and managing modifications for management contracts and/or governing documents.

Exam Administration

Here is all you need to know about registering for the exam, taking the exam, and receiving your grade. Be sure to follow these instructions carefully to assure that you earn proper credit for taking the CPM[®] certification exam.

Registering for and Taking the Exam

The exam is administered through local proctors and REIC chapters. When you have completed your CPM education points and you are ready to take the exam, you must:

- Complete the registration form at the back of this booklet and send it to the REIC national office in Toronto, Ontario, along with the 2018 exam fee of \$250 plus HST/GST.

Within three weeks of receipt of your registration, you will receive a confirmation letter, which will give you the name, address, and phone number of the REIC proctor assigned to you, along with additional instructions. At the same time, the proctor will be sent your name and phone number and your exam. You will be instructed to contact your assigned proctor to discuss the best time and place for taking the exam, which most likely will be at the proctor's office.

No refunds are permitted once you register for the exam.

Materials You Need for the Exam

You will have a maximum of four hours to complete the exam. The proctor will let you know when you have approximately 30 minutes remaining so that you can begin to wrap up. Absolutely no additional time will be allowed.

The exam is open book, which means you may bring any of your REIC's CPM course materials with you for reference during the exam. Your laptop will be allowed, for students may have your course materials in a PDF format and the use of the IREM spreadsheet is permitted. No additional items are allowed with you in the exam room. Briefcases and mobile phones will be securely locked while you take the exam.

You must bring with you to the exam site photo identification and two No. 2 pencils.

Exam Results

After you completed the exam, the proctor will return it to the REIC national office in Toronto. Within 45 to 60 days, you will receive your exam results in writing. Please do not call for results, as no grades are given over the phone under any circumstances.

Passing the exam: You must receive an overall score of 70% or higher in order to pass the exam. If you earn a 70% or higher score, a passing grade will be posted to your student records.

If you are a CPM[®] candidate, you will receive an updated status report within 30 days from the posting of your passing exam score. If you do not hear from us within 30 days, feel free to contact the REIC national office at 1-800-542-7342 or 416-695-9000 ext 270.

Failing the exam: In the unfortunate event you fail the exam by receiving less than a 70% score, you will have the opportunity to take an alternate exam. If you fail the exam, you will receive instructions for taking the alternate exam.

To take the alternate exam, you would need to register again and pay the exam fee. There is no limit to the number of times you may retake an alternate exam.

Once you pass the exam with a score of 70% or higher, a passing grade will be posted to your student records.

CPM[®] Certification Exam Registration

Last Name: _____ First Name: _____

Check one:

- I am a CPM[®] candidate.
- I have not yet submitted an application to become a candidate.
- I am in the process of reinstating my CPM[®] designation.

Mailing Address (Check one): ___ Business ___ Home

Firm Name (*Only if you are using your business address as your mailing address*)

Address

City/Province

Postal code

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Daytime Phone

Fax

E-mail Address

2018 Exam Fee

- Cheque for \$250 plus HST/GST is enclosed (make cheque payable to REIC)
- Visa MasterCard American Express

Card No. _____ Expires _____

Name _____
(as it appears on your credit card)

Signature _____ CVC/security code _____

Date _____

Mail to: Real Estate Institute of Canada
208-5407 Eglinton Ave. West
Toronto, ON
M9C 5K6

Or you may fax or mail if
paying by credit card:
416-695-7230
education@reic.com