



**BOMI International
Computer-Based Testing
Student Handbook**

October 2009

BOMI International® Computer-Based Testing Student Handbook, developed October 2009
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Information in this handbook represents current policies and procedures for the BOMI International designation and certificate program exams. As these are subject to change, information in this handbook supersedes information contained in any previously published information.

It is the responsibility of all BOMI International students to ensure they read this handbook thoroughly. Students can direct questions regarding the designation and certificate programs to service@bomi.org.

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Foreword

About BOMI International

Founded in 1970 and located in Annapolis, Maryland, BOMI International is a 501(c)(3) nonprofit educational organization. As the primary educational resource for today's top corporations, government agencies, property management firms, unions, and trade associations, BOMI International's goal is to work across industry sectors to improve the skills of professionals at many levels with property, facility, and systems responsibilities. BOMI International is known for industry-standard designations: the [Real Property Administrator](#) (RPA[®]), the [Facilities Management Administrator](#) (FMA[®]), the [Systems Maintenance Administrator](#) (SMA[®]), and the [Systems Maintenance Technician](#) (SMT[®]). More than 24,000 building professionals hold one or more BOMI International designations, and nearly 10,000 students register for individual courses each year. For more information, visit www.bomi.org.

Statement of Nondiscrimination

BOMI International is committed to providing an education opportunity for all persons and admits students of any race, color, gender or sexual preference, age, non-disqualifying handicap, religion or creed, or national or ethnic origin.

Provided throughout this document are links to various content and forms on the BOMI International and Pearson VUE websites. If you choose to print this document, please visit www.bomi.org or www.pearsonvue.com/bomi to access these references.

CBT Quick Reference

- All BOMI International designation and certificate program exams, except for Ethics Is Good Business® ShortCourse™ (Ethics), will be fulfilled through computer-based testing as of January 1, 2010. The Ethics exams will be completed online through BOMI International's learning management system. Students will no longer be tested using paper and pencil exams.
- Sample exam questions are included on pages 13-14 of this handbook.
- For a list of Pearson VUE Test Centers, visit: www.pearsonvue.com/bomi.
- The Testing Fee is \$60 (USD) for US students, \$75 + GST (CND) for Canadian and Bermuda students and \$65 (USD) for students outside the US and Canada. Both the testing fee and course fee are due at the time of registration.
- To ensure you are able to select your preferred test center and exam appointment date and time, schedule your exam appointment as soon as possible.
- Do **not** call or e-mail BOMI International to confirm, cancel, or reschedule your exam appointment. Cancel or reschedule all appointments through www.pearsonvue.com/bomi, or by calling 866-998-2664 one full business day before your exam appointment.
- Plan to arrive at the test center 15-30 minutes before your scheduled appointment to complete the required check-in process before testing begins.
- You will be required to leave your personal belongings in a locker or other secure location.
- Have correct identification ready at the test center. The name on your ID must exactly match the name you provided when you registered for the course (see page 22).
- At the test center, if you have not completed the exam and you are reviewing questions, **do not click Finish**. This will exit you from the exam and you will not be able to get back in.
- Unanswered exam questions will be scored as incorrect when time expires.
- You will receive an unofficial score report at the test center after your exam session is complete.
- Update your contact information on BOMI International's website at www.bomi.org/GradForm.aspx?ekfrm=1196. In Canada, contact BOMI Canada at info@bomicanada.com or call 888-821-9319.
- A complete set of [Frequently Asked Questions](#) (FAQs) are available for your reference.
- If you have questions or comments, contact a Customer Representative at service@bomi.org or call 800-235-2664 or 410-974-1410. In Canada, contact BOMI Canada at info@bomicanada.com or call 1-888-821-9319.

For details on any of these items, refer to the rest of this student handbook.

The Exam

Exam Development

Final exam items are based on the learning objectives of each course and consist of multiple choice questions. Course exams:

- Are developed by instructional designers and educational psychologists
- Are reviewed and validated by industry Subject Matter Experts
- Are referenced to current course materials produced by BOMI International
- Include both fact-recall and scenario-based questions

Exam Specifications

The BOMI International Education Department is currently updating its exam banks and expects this project to take approximately two years. As part of this comprehensive exam update, BOMI International will use scenario/situation/example-based questions in addition to our traditional fact-recall questions. The following is a brief description of the types of questions that may be found in the new exams.

Scenario/situation/example-based questions require the students to do something with the information they learned in the course using a common workplace scenario. These types of questions are found to be more effective than memorizing text. By introducing how the course material applies to an actual work setting, these questions test the students' ability to apply their knowledge. Accordingly, the exams will better measure how well students understand the material and concepts in the course as opposed to simply verifying their memory retention of key terms and facts.

It is important to note that, based on the subject matter of the course, BOMI International will include both fact-recall and scenario/situation/example-based questions in future exams. The following are examples of the two types of exam questions that may be found in BOMI International exams.

The following question is an example of a traditional BOMI International exam question known as a fact-recall question. In this case, this type of question requires the student to remember the definition for a specific term.

Q. As part of an economic feasibility study, which evaluation approach analyzes all current and future financial implications of a capital project?

- A. systems approach
- B. **life cycle costing**
- C. pay-back evaluation
- D. cost-benefit analysis

The following question is an example of a scenario/situation/example-based BOMI International exam question. In this case, this type of question requires the student to apply knowledge.

Q. A project manager is determining the sum of all the costs associated with the proposed building retrofit, such as acquisition, installation, operation, maintenance, refurbishment, and disposal. This project manager is involved in _____.

- A. cost-benefit analysis
- B. cash flow calculation
- C. **capital investment**

D. life cycle costing

These sample questions are intended to provide examples of the style and content of exams developed and administered by BOMI International. These are not actual test questions, nor do they attempt to address all of the content areas covered on the actual exam.

Computer-Based Testing Format

The BOMI International designation and certificate exams are computer-based tests, but students do not need extensive computer experience to take the test. Exam questions and answer options are displayed on screen. The computer records your responses and times your exam. You are able to change your answers, skip questions and flag questions for later review. All unanswered questions will be incorrect when your time expires. Your exam will be scored once you have completed it and you will know your unofficial results before leaving the test center.

Before beginning the exam, you will have the option to take a short tutorial to familiarize yourself with the computer testing environment. You will have ten (10) minutes to spend on this tutorial. This time will **not** be deducted from the time you are allotted to complete the exam. Test center proctors are available to answer questions you may have about the computer-based testing system, but are unable to answer questions about the content of the exam itself. BOMI International encourages students to participate in the tutorial in order to familiarize themselves with the exam format. Be aware that if a student exits the exam session, the session cannot be restarted.

Test Security

To ensure the integrity of the BOMI International designation and certificate programs, specific measures are enforced during the administration of your exam. Prior to taking the exam, you will be required to accept a Non Disclosure Agreement, which prohibits any disclosure of exam content. Failure to comply with the agreement will prevent you from testing.

- Test questions and answers are the exclusive property of BOMI International.
- The exam and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam items is punishable to the fullest extent of the law.

Scheduling the Exam

Eligibility Period

Students have a six-month eligibility period to schedule and take their exam. For self-study students, the eligibility period begins on the date of registration; for classroom students, the eligibility period begins as of the first day of class. If a student does not take the exam within this period, the student must pay an Exam Administration Fee to begin a new six-month eligibility period.

Upon receipt of the course registration and testing fees, BOMI International will notify Pearson VUE that the student is eligible to schedule an exam appointment. Students will receive an Eligibility Letter, via e-mail or mail, from BOMI International providing notification of the student's eligibility period and instructions on how to schedule the exam appointment. This communication will include the student name, eligibility ID, course name, and eligibility start and end dates.

Testing Fees

Testing fees cover the costs of Test Center coordination and staffing, exam development, review, production and scoring. BOMI International accepts check, credit card, and Purchase Order payment methods. Both the testing fee and course registration fee are due at the time of Course Registration.

	Testing Fee:	Exam Administration Fee:
US	\$60 (USD)	\$100 (USD)
Canada (incl. Bermuda)	\$75 + GST (CND)	\$125 + GST (CND)
International	\$65 (USD)	\$100 (USD)

Scheduling the Exam Appointment

The exams are computer-based and offered at more than 290 Pearson VUE owned and/or authorized test centers in the US and Canada, and at more test centers in countries around the world. Appointments are scheduled on a first-come, first-served basis. Follow these steps to schedule your exam:

1. To schedule an exam appointment, go to www.pearsonvue.com/bomi. Enter your Eligibility ID to proceed with selecting a test center, and scheduling a date and time*. When the exam appointment is scheduled, a confirmation number will appear on the screen.

Students in the US, Canada, and Bermuda who prefer to schedule an exam appointment by telephone may contact Pearson VUE's Call Center at 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, except local holidays. Information can always be found on Pearson VUE's website including Call Center information in other regions at www.pearsonvue.com/bomi.

*** Please note, students logging on to Pearson VUE's website for the first time need to allow up to 24 hours to confirm a username and password prior to scheduling.** This allows Pearson VUE to ensure that test results are associated with the appropriate student profile. The waiting period allows Pearson VUE to avoid creating duplicate profiles within the database. Many username and password requests are fulfilled instantly and most are processed within a few hours. However, there are instances when additional time is needed to properly create a test taker profile.

2. After the exam appointment is scheduled, you will receive a follow-up confirmation communication. This communication is distributed by Pearson VUE via e-mail if a valid e-mail address is available. A confirmation communication will be distributed via mail for students without a valid e-mail address if the appointment is scheduled for a date more than three days later. BOMI International highly recommends if you do not receive a confirmation e-mail or mail from Pearson VUE, log on to the website to confirm the appointment is listed in your profile. If you have difficulty confirming your appointment, please contact Pearson VUE at 866-998-2664.

Confirm, Cancel, or Reschedule the Exam Appointment

You can confirm, cancel, or reschedule your exam appointment through any one of these methods:

- Visit www.pearsonvue.com/bomi anytime and follow the on-screen instructions (recommended).
- Call 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, closed on local holidays.

To change or cancel your reservation, you must do so through Pearson VUE at least one full business day in advance of your scheduled exam appointment. Please refer to the chart below for deadlines via the call center and Pearson VUE’s website. If you cancel or reschedule less than one full business day before your scheduled appointment, the full testing fee will apply to the original appointment. In addition, an exam administration fee of \$100 must be paid prior to scheduling a new appointment. Leaving a message on the local test center’s answering machine is NOT an acceptable method of canceling/rescheduling your appointment. To reschedule or cancel your appointment, you will need to provide your name and the exam you are scheduled to take. If you do not receive a confirmation number from Pearson VUE, contact them immediately to confirm that your appointment has been successfully rescheduled.

Exam Appointment	Call Center Deadline	Web Deadline
Monday	Previous Friday	Previous Sunday
Tuesday	Previous Monday	Previous Monday
Wednesday	Previous Tuesday	Previous Tuesday
Thursday	Previous Wednesday	Previous Wednesday
Friday	Previous Thursday	Previous Thursday
Saturday	Previous Friday	Previous Friday
Sunday	Previous Friday	Previous Saturday

Pearson VUE Hours of Operation

Call Center

Students in the United States, Canada, and Bermuda may contact Pearson VUE’s Call Center at 866-998-2664. Business hours for the Americas Region are 7:00 am to 7:00 pm CT, Monday through Friday, closed on local holidays. Information can always be obtained on Pearson VUE’s website, including Call Center information in other regions: www.pearsonvue.com/bomi/.

E-mail

Students may contact a Pearson VUE agent in the Americas Region via e-mail by accessing www.pearsonvue.com/bomi/ and selecting Customer Service from the navigation menu on the right portion of your screen. Please note that you cannot schedule, reschedule, or cancel your appointment by e-mail. Allow three to four business days to receive a response. E-mail messages will be

responded to during regular customer service hours: Monday-Friday, 7:00 am to 7:00 pm CT; closed on local holidays. For immediate assistance, please call Customer Service at 866-998-2664.

Live Chat

Live Chat with a Pearson VUE agent is available Monday-Friday, 8:00 am-5:00 pm CT. Please note that you cannot schedule, reschedule, or cancel your appointment by live chat. Please do not include any social security numbers and/or credit card information when chatting with one of the Live Chat agents.

Test Center Hours

BOMI International exams are administered internationally. In the United States, testing appointments are available Monday through Friday with Saturday appointments available in some locations, with the exception of national holidays or holiday weekends. Hours of operation vary from center to center. Weekend and evening hours are available at some locations. In the US, Pearson VUE Test Centers are generally closed in observance of the following holidays:

New Year's Day • Martin Luther King Jr. Day • Memorial Day • Independence Day • Labor Day • Thanksgiving Day/Weekend • Christmas Eve Day • Christmas Day

For locations outside the United States, please refer to www.pearsonvue.com/bomi/ and select Customer Service from the navigation menu on the right portion of your screen for standard hours of operation and observed holidays.

Special Needs

Accommodations for Students with Disabilities

If you have a documented disability that would prevent you from taking a BOMI International exam under standard conditions, you may request a reasonable accommodation as required by law. Reasonable accommodations are granted to ensure that every student has the opportunity to test on a level field with other students, but not to provide any student with an unfair advantage over other students. Accommodation requests are considered on a case-by-case basis.

Pearson VUE complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized exams must offer the exams in a place and manner that is accessible to students with disabilities. This may require reasonable modifications to the manner in which the test is administered. Pearson VUE will provide auxiliary aids and services, except where it may fundamentally alter the exams or results. Standard accommodations available include, but are not limited to, the following:

- Extended testing time
- Separate room
- Reader and separate room

Special Accommodations Submittal Process

If you require special accommodations to sit for a BOMI International exam, you must indicate this at time of Course Registration, and you must provide a written request with corresponding documentation from your health care provider documenting the disability and the need for accommodation. The documentation must include the following information:

- Diagnosis and nature of the disability
- Name of tests used to evaluate the condition
- Length of the condition
- Date the you were last seen by your health care provider
- Specific suggested accommodation(s)

There is no additional charge for special accommodations. Each request will be evaluated individually within thirty (30) days of submittal. All documentation must be submitted before BOMI International staff can review your request. Once your request has been reviewed, an e-mail will be sent to you outlining the approved accommodation(s) and your Pearson VUE scheduling instructions. Accommodations for pre-existing exam appointments will require cancellation and rescheduling with the accommodation.

Testing in a Foreign Language

BOMI International offers exams in English. The use of translators is not permitted. Students are only allowed to bring a direct word-to-word translation dictionary into the testing room. The dictionary may not provide definitions to words. The Proctor will inspect the pages of the dictionary to make sure there are no writing/notes on the pages before and after the exam session. No loose pages are permitted inside the dictionary. No electronic translation dictionaries are allowed.

Taking the Exam

Arrival Time

It is recommended that you arrive at the test center 15 to 30 minutes prior to your scheduled exam appointment. This gives you adequate time to complete the necessary sign-in procedures. Students who arrive at the test center after their scheduled exam time may lose their reservation and be considered absent if the test center is unable to accommodate the student, and the policy for Failure to Appear for a Scheduled Exam will apply and the testing fee is thereby forfeited.

Your test session should begin within 15 to 30 minutes of your scheduled appointment. Should circumstances arise at the test center delaying your test session more than 30 minutes after your scheduled appointment time, you will be given the choice of waiting or you may reschedule your appointment.

Failing to Appear for a Scheduled Exam Appointment

If you fail to appear for an exam appointment that you were scheduled to attend, and you did not reschedule or cancel in accordance with the policy, you will forfeit the full testing fee for that missed appointment. You will not be permitted to take future exams until an Exam Administration fee is paid to BOMI International. Refunds will not be given for exams not taken.

All students seeking excused absences based on an emergency situation must contact BOMI International at 800-235-2664 within ten (10) days of the original exam appointment. BOMI International will require that you fax documentation of the emergency in order to excuse the absence. Illness excuses must be written by the attending physician. Inclement weather is not acceptable as an excused absence unless the test center closes (see below). If, on the day of your exam, you are unable to attend the exam appointment for which you are scheduled, you may be excused without monetary penalty for the following reasons:

- Documented illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty; or
- Military duty

Examples of acceptable documentation for excused absences are listed below. This list is not exhaustive.

Illness: Doctor's note, emergency room admittance, etc.

- Must be signed by a licensed doctor
- Must include the date of the medical visit
- Must include contact information for the licensed doctor
(Note: Does not need to give details of the illness or emergency, but if it does not, the doctor should at least indicate that the student should not test.)

Death in the Family: Death certificate or doctor's note

- Must be signed by a licensed doctor or mortician
- Must include the date
- Must include contact information for the doctor or mortician

Traffic Accident: Police report, receipt from the mechanic or towing company

- Must include the date
- Must include contact information

Court Appearance: Court or jury summons, subpoena

- Must include the date
- Must specifically name the student

Military Duty

- Must have the date
- Must specifically name the student

Inclement Weather or Other Emergencies

Test administration will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the test administration may be cancelled. In the event of test center closings due to inclement weather, students will be contacted by Pearson VUE to reschedule their exam appointment free of charge.

Identification Requirements

The Test Administrator will request two forms of ID from students. Expired forms of IDs will not be accepted. The first and last names on each ID submitted must match the first and last names provided during course registration. If the name on the ID does not match, **you will not be permitted to test and the testing fee will be forfeited**. Students must provide valid, unexpired ID with a signature and a photograph that looks like the student. Acceptable examples include:

Standard Primary ID (photo and signature required)

- Driver's License
- Passport
- State/country identification card
- Alien registration card (green card, permanent resident visa)
- Military IDs

Standard Secondary IDs (signature required)

- Any Primary ID
- US Social Security Card
- Credit/ATM card

If the student does not have sufficient ID, they will be turned away. Unacceptable forms of ID include, but are not limited to, an expired ID and ID without an expiration date.

Pearson VUE Name Matching Guidelines

General Guidelines—The administrator must check that the student’s name on both forms of ID matches the student’s name on the Test Center schedule. The rules below provide guidelines as to whether or not names are considered to match.

Type	ID Presented	Names that do match	Names that do not match
There is a single or two-letter difference resulting from a typo.		Names match: Johnson/Johmson, Alexander/Alexandre, Marshall/Marshal	
		Names match: Diller/Ditter, Dutton/Ditton, Miler/Miller, Mialler/Miller	
Single Letter Addition		Miller versus Mialler	
The first name is provided formally on one document but a typical variation is used on another document. Note that “Ma.” is NOT an approved abbreviation for the name Maria.	Sandra Herman or Sandy Herman, William Pickins or Billy Pickins	Names match: Sandra Herman/Sandy Herman, William Pickins/Billy Pickins	
One version has the middle initial present, while the other is missing the middle initial, or the middle initial is on one document and the entire name is written on another.		Names match: Mary R. Abernathy -- Mary Abernathy/Mary Rose Abernathy	
Candidate’s maiden name is used as their middle name in some documents while their given middle name is used in others.	Mary Elizabeth Smith, Mary Elizabeth Jones Smith, Mary Jones Smith	Names match: Mary Elizabeth Smith/Mary Jones Smith/Mary Elizabeth Jones Smith	

Type	ID Presented	Names that do match	Names that do not match
Candidate's last name is their maiden name on some documents while the married name is used in others.	Alexis Marie Gates, Alexis Marie Stevens, Alexis Gates Stevens For the candidate to be admitted, the candidate must present an original marriage license or divorce decree to supplement the identification.	Names Match with documentation: Alexis Marie Gates, Alexis Marie Stevens, Alexis Gates, Alexis Stevens, Alexis Gates-Stevens	
A hyphen is used on one document but not on another. (Disregard the hyphen).	Sarah Johnson-Wells, Sarah Johnson Wells, Sarah Denise Johnson Wells	Names match: Sarah Johnson-Wells -- Sarah Johnson Wells/Sarah Wells	
A title or suffix is used on one document but not on another.		Names match: Tony Santos Jr./Tony Santos, Dr. Sarah Wells/Sarah Wells	
Last names are repeated: Maiden name and last name are the same.	Sarah Johnson Johnson	Names match: Sarah Johnson/Sarah Johnson Johnson	
First and last names are reversed. The normal order for names in some non-Western countries is family name first, followed by first name, rather than first name followed by family name.		Names match: Kim Ilsa is recorded as Ilsa Kim (Kim is the family/last name). Names match: Russell Evan is recorded as Evan Russell.	Names do NOT match: Evan Russell Stanley appears on the IDs, but Evan Stanley Russell appears on the schedule.
Last name first, followed by first name and middle name. Some states place the last name first of official documents such as driver's licenses.	John Michael Smith	Names match: Smith, John Michael, Smith, J. Michael	Names do not match: John Michael Smith appears as Smith, Michael John

Type	ID Presented	Names that do match	Names that do not match
<p>Some governments or other organizations may abbreviate names. For example, the US states of Florida and New York abbreviate first names.</p>		<p>Names match: Elizabeth Smith/E. Smith</p>	
<p>Candidate's first or last name consists of initials. In this case, the initials must be used on both IDs and on the test center schedule.</p>		<p>Names match: Satveer G appears on the IDs and schedule, or Satveer G appears on one document and G Satveer appears on the others.</p> <p>Names match: BB King appears on the IDs and on the schedule.</p>	<p>Names do NOT match: Satveer G appears on the primary ID, but Satveer Gupta appears on the schedule.</p> <p>Names do NOT match: BB King appears on the primary ID, but Blues Boy King appears on the schedule.</p>
<p>Names do not match, but the identification is amended. For example, a candidate's maiden name appears in the front of the passport, but the next page of the passport is amended with information detailing a name change. This is acceptable.</p>			
<p>Due to the candidate's name being very long, the name is truncated (shortened) to fit into the name field. This is acceptable.</p>			

<u>Cultural Variations</u> Type	ID Presented	Names that do match	Names that do not match
<p>Candidate has just one name, rather than a conventional Western first and last name. In this case, the single name must be the only name used on both IDs and on the test center schedule. Note that the Pearson VUE system requires a first and last name, so a period (.) may appear in place of one of the names. The period does NOT need to appear on the IDs in order for the names to match.</p>		<p>Names match: Madonna appears on both IDs and on the schedule.</p>	<p>Names do NOT match: Madonna appears as the only name on the primary or secondary ID, but Madonna Ciccone or Madonna C appears on the schedule.</p>
<p>When multiple first or last names appear due to a regional cultural tradition (i.e., candidate has a traditional first name or titles on the ID, or both father and mother’s last names are shown on the ID), at least one of the multiple names must appear both on the ID and in Site Manager in order to admit the candidate, regardless of where the name/names appear on the fields in Site Manager.</p> <p>Cultural consideration for first, middle, and last names: If a candidate’s first, middle, or last name does not appear in the correct fields in Site Manager, the candidate will be admitted as long as the names in Site Manager appear on the ID. Usually, this situation occurs when a candidate does not understand “Western” naming conventions or has multiple first and/or last names, and puts names into the incorrect fields when they register online.</p>	<p>David Aguilar Pena</p> <p>Jose Maria Bermudez Garcia</p> <p>LEELAMRUTHAY VEERA BRAHMAMT KURCHATIN</p> <p>PURNAM SATYAL KRISHAKANTH SIDAPARTHY</p>	<p>Names match: David Aguilar or David Pena</p> <p>Names match: Jose Bermudez or Jose Garcia</p> <p>Names match: Brahmamt Kurchatin</p> <p>Names match: Krishnakanth Purnam Sidaparthi Satyal</p>	<p>Names do NOT match: David Lopez</p> <p>Names do NOT match: Jose Maria</p> <p>Names do not match: Dakshesh Brahmamt Kurchatin</p> <p>Names do not match: Dharma Satyal Disaparthi</p>

Biometrics

In the United States, Canada, and some International locations, students test at Pearson Professional Centers owned and operated by Pearson VUE. All Pearson Professional Centers collect biometric data including digital photo, digital palm vein scan, and digital signature according to applicable laws.

In addition to the Pearson Professional Centers, students in some Canadian and International locations may test at a Pearson VUE® Authorized Test Center. In these locations, biometric services may not be available.

Candidate Rules Agreement/Professional Examination Rules

Prior to beginning the testing session, each student will be required to agree to the [Candidate Rules Agreement](#) (Authorized Test Centers) or the [Professional Examination Rules](#) (Pearson Professional Centers).

Test Center Regulations

Nothing may be brought into the exam room with you. Small lockers are provided for students to secure purses, wallets, watches, keys, cellular telephones, pagers, etc. Lockers may not accommodate briefcases, laptop computers or large purses and bags. Considerations are made for comfort items that the Administrator must inspect (pillow/crutches/tissues etc).

- No papers, books, food, beverages, bags (including pocketbooks and purses), or electronic devices are allowed in the exam room.
Note: An embedded standard calculator will be available for use during the exam. Students taking the Real Estate Investment and Finance exam may use a hand-held financial calculator that cannot be programmed in scientific mode. Use of programming cards that offer directions on using the calculator are not permitted. The models referenced in the student textbook include: HP10b, HP10bII, HP10bII+, HP12C, and HP19BII.
- Eating, drinking, and tobacco use are prohibited in the exam room.
- Unauthorized paper may not be brought into or removed from the exam room. Each student receives one erasable noteboard and marker to use as scratch paper during the exam.
- You may not leave the exam room during your exam without the test proctor's permission. If you leave the building during your exam, the test proctor may terminate your exam session.
- You must present your photo ID each time you enter the exam room.

Exception: Students are allowed to bring a translation dictionary into the testing room. The Proctor will inspect the pages of the dictionary to make sure there are no writing/notes on the pages before and after the exam session. No loose pages are permitted inside the dictionary. Only direct word-to-word dictionaries are allowed. The dictionary may not provide definitions to words. No electronic translation dictionaries are allowed.

Test Center Procedures

Laminated boards and markers and any other program specific exhibits or directions will be given to you prior to entering the exam room. The proctor will escort you to a workstation where a computer, monitor and mouse are ready for you to begin your exam. Your proctor ensures that the exam is ready and waiting for you to begin and can answer any other questions you may have about the computer-based testing system. You will be in a comfortable, distraction-free environment so you can focus on what you are there to do—perform your best on your exam. You will be observed at all times while taking the exam. This may include direct observation by test center staff, as well as audio and video recording of your exam session. Your participation in irregular behavior in or around the test center during the exam may result in invalidation of the results of your exam, termination of your student status, civil liability, criminal prosecution, or other appropriate sanctions.

You must remain in your seat during the exam except when authorized to leave by test center staff. Raise your hand to notify test center staff if:

- You experience problems with your computer
- An error message appears on the computer screen (do not clear the message)
- You need a new erasable noteboard
- You need to take a break
(Testing time will **not** be suspended and you will **not** be allowed access to any personal belongings.)
- You need the test center staff for any other reason

If a software or hardware problem occurs before or during the test, please wait to see if the test center administrator, with assistance from Pearson VUE technical support, can resolve the problem. In the event a computer must be restarted, the computer software has been designed to suspend testing time until the computer is operating again. If your exam cannot be administered because of technical difficulties, your exam will be rescheduled at your earliest convenience.

In the event that you encounter negative conditions at the test center such as HVAC failures, excessive noise, or technology malfunctions, we recommend that you immediately notify the proctor and request that the issue is documented in an Incident Report. In unlikely cases where such conditions may occur, it does not modify or change the required passing score.

Exam Format and Timing

BOMI International exams are designed to measure your skills and knowledge against criteria developed by Subject Matter Experts. The exam is comprised of one-hundred (100) randomly delivered multiple choice questions that must be completed in two hours (2:00). Total seat time for the exam session will be two hours and 30 minutes (2:30) including an evaluation, acceptance of BOMI International's Non-Disclosure Agreement (NDA) and Code of Professional Ethics and Conduct, and a tutorial.

Total exam time is broken out as follows:

- 15 minute evaluation (required)
- 5 minute NDA and Code of Professional Ethics and Conduct approval (required)
- 10 minute tutorial (optional)
- 2 hour exam

Due to the length of the exam session, there is no scheduled break. Students may not access any personal belongings during *unscheduled* breaks.

Before starting the exam, you will have the option of taking a short tutorial to familiarize yourself with the computer testing environment. You will have ten (10) minutes to spend on this tutorial. This time will not be deducted from the time you are allotted to complete the exam. Test center proctors are available to answer questions you may have about the computer-based testing system; however, they cannot answer questions about the content of the exam itself. BOMI International encourages students to participate in the tutorial in order to familiarize themselves with the exam format. Be aware that if a student exits the exam session, the session cannot be restarted.

Once your exam is completed, you will sign out of the test center and the erasable noteboard and marker will be collected by the test center administrator. At this time, you will receive an unofficial score report. An official score report in the form of an Exam Analysis, indicating your performance on each chapter, will be distributed by BOMI International after the results are received and any incident report is addressed.

Non-Disclosure Agreement and Code of Professional Ethics and Conduct

Prior to your exam appointment, please review BOMI International's [Non-Disclosure Agreement](#) (see Appendix 3) and [Code of Professional Ethics and Conduct](#) (Appendix 4). All students will be required to accept these agreements during the pre-test session in order to access the exam.

Grounds for Dismissal from the Test Center

Any student who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test center, have exam results invalidated, or be subject to other appropriate sanctions. Fraud, deceit, dishonesty, or other inappropriate behavior in connection with taking the exam is strictly prohibited. Inappropriate behavior includes, but is not limited to:

- Communication with other examinees or with any outside source by way of telephone, personal computer, Internet, wireless device, or any other means during the course of the exam
- Use or suspected use of any prohibited aids (any device that would provide an advantage while taking the exam) during the exam session. This includes but is not limited to BOMI International textbooks, notes, study materials, practice exams, etc.
- Attempting to take the exam for another person
- Creating a disturbance of any kind
- Possessing, reproducing, or disclosing exam questions, answers, or other information regarding the content of the exam
- Tampering with the operation of the computer
- Failure to comply with the exam regulations of the test proctor
- Other dishonest conduct

The proctor is authorized to take appropriate action to investigate, stop or correct an observed or suspected inappropriate behavior or misconduct, including discharging examinees from the exam center and confiscation of any prohibited devices or materials. Examinees or any other persons implicated in an irregularity will be reported to BOMI International for further action.

BOMI International will make a ruling based on the consideration of both the student's report and

Pearson VUE's report of the incident. To appeal BOMI International's ruling, send your formal appeal to BOMI International at service@bomi.org. At this stage, an Appeals Committee will review and make a final ruling on the case.

After the Exam

Exam Scoring

All students receive a chapter analysis as diagnostic information on their exam performance. All questions are graded by computer. You will receive on-screen notification of your unofficial score at the end of the exam and a printed unofficial score report upon departure from the test center. Pearson VUE is required to submit test results to BOMI International within 24 to 72 hours of test completion. BOMI International will distribute an official score report in the form of an Exam Analysis within five (5) business days of receiving the test results and reviewing the testing session data including any incident reports. **BOMI International cannot provide test results over the phone.**

Passing the Exam

If you receive a score of 70 or higher, you will receive course credit. You will receive an official score report in the form of an Exam Analysis, which will indicate your performance on each chapter. Upon completion of all designation or certificate requirements, graduates may use the designation on business cards and signatures.

Failing the Exam

If you receive a score of 69 or lower, you will be denied credit for the course. You will receive an official score report in the form of an Exam Analysis, which will indicate your performance on each chapter. In order to retake the exam, an exam administration fee of \$100 must be paid prior to scheduling a new appointment.

Exam Statistics

Official statistics regarding the BOMI International designation and certificate exams, including all item performance data, individual data, and demographic data, will be considered confidential unless officially released by BOMI International. Students' scores will always remain confidential unless released with written consent of a student.

Student Confidentiality

BOMI International recognizes your rights to control personal information and our policy is designed to safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, exam scores are released only to the test taker and authorized BOMI International staff.

Exam Content Comments/Feedback

Following completion of the exam, students may submit, in writing, comments on any question(s) they believe to contain technical errors in content. In your correspondence, include your contact information, test date, and the specific concerns about the question. You are not allowed to copy the question before leaving the test center and are not expected to recreate the entire question in your correspondence. BOMI International will review the question and you will be notified of the findings. Because of the need for test security, BOMI International will not release exam questions or answers to students.

It is BOMI International's policy not to respond to complaints or challenges received more than ten (10) days after the test date. In addition, BOMI International will only respond to complaints sent directly to BOMI International.

BOMI International provides this process for students who believe an exam question contains technical errors in content. The exam challenge process is not made available for complaints about failing scores or exam difficulty. BOMI International does not provide individual feedback on student performance. BOMI International does not change exam scores.

Contact Information

BOMI International

One Park Place
Suite 475
Annapolis, MD 21401

Telephone: 410-974-1410

Fax: 410-974-0544

e-mail: service@bomi.org

Web Site: www.bomi.org

BOMI International's website is available 24 hours per day for information regarding the designation and certificate programs.

BOMI Canada

415 Yonge Street
Suite 101
Toronto, ON M5B 2E7

Telephone: 888-821-9319

Fax: 416-977-8800

e-mail: Info@BomiCanada.com

Web Site: www.bomicanada.com

Pearson VUE

5601 Green Valley Drive
Bloomington, MN 55437-1099

Website: www.pearsonvue.com

Pearson VUE's website is available for scheduling, rescheduling, canceling, and confirming exam appointments 24 hours per day. To schedule an exam appointment, you will need to have first registered with BOMI International. To reschedule, cancel, or confirm an exam appointment, you will need your BOMI International ID number.

Pearson VUE Call Centers

Americas:

To schedule, reschedule, cancel and confirm appointments, locate a test center or for general testing information, contact customer service at 866-998-2664, 7:00 am to 7:00 pm CT, Monday through Friday, except local holidays.

For **Special Accommodations**, students with disabilities, contact the Accommodations Group at 800-466-0540. Please note that special accommodations cannot be applied when scheduling via the Web.

Asia Pacific:

To schedule, reschedule, cancel and confirm appointments, locate a test center or for general testing information, please access the following link for specific customer service contact information for the Asia Pacific region: <http://www.pearsonvue.com/contact/asiapac>.

Europe, Middle East, Africa (EMEA):

To schedule, reschedule, cancel and confirm appointments, locate a test center or for general testing information, please access the following link for specific customer service contact information for Europe, Middle East, and Africa: <http://www.pearsonvue.com/contact/emea>.

Appendix 1:

BOMI International Designation and Certificate Programs

A BOMI International designation is recognized as a mark of distinction across the commercial property and facility industries. We offer four professional designation programs you can pursue: [RPA](#)[®] (the Real Property Administrator), [FMA](#)[®] (the Facilities Management Administrator), [SMA](#)[®] (the Systems Maintenance Administrator), or [SMT](#)[®] (the Systems Maintenance Technician). Professionals new to the industry who want to gain knowledge, recognition, and/or a foundation for future [RPA](#)[®]/[FMA](#)[®]/[SMA](#)[®] programs, can pursue a certificate program: SMC (the Building Systems Maintenance Certificate), PMFP (the Property Management Financial Proficiency Certificate), FMC (the Facilities Management Certificate), or PAC (the Property Administrator Certificate).

You do not have to take the courses in any specific order; however, if you are new to BOMI International's curriculum, we recommend you begin with subject matter with which you are already familiar and save new material for later study. This will ensure immediate success in your professional development.

BOMI International developed a [Non-Disclosure Agreement](#) (NDA) and [Code of Professional Ethics and Conduct](#) to increase the esteem of the designation and certificate programs and to promote honesty as an integral part of a designee's reputation. As part of your certification, you will be asked to abide by these standards and will be required to accept these agreements during the pre-test session in order to access the exam.

Real Property Administrator (RPA[®])

BOMI International's [RPA](#)[®] designation program serves the educational needs of both third-party property managers and corporate property managers. By familiarizing you with the many aspects of operating a commercial building, the [RPA](#)[®] designation program helps you integrate these issues into the broader task of property management. You will gain the insight and knowledge necessary to analyze a building in its entirety: Building systems design, operation, and maintenance; commercial real estate law; investment and finance; risk management and insurance; leasing and marketing; asset management; environmental health and safety; and more. The [RPA](#)[®] program teaches you to maximize a building's net income while minimizing risks, thereby enhancing your standing in the industry and positioning you for long-term success.

RPA Course Requirements:

To earn a BOMI International [RPA](#)[®] designation, you must complete **six mandatory courses** ([see program requirements diagram](#)), **plus** the [Ethics Is Good Business[®] ShortCourse[™]](#).

[Budgeting and Accounting](#)

[Real Estate Investment and Finance](#)

[Environmental Health and Safety Issues](#)

[Law and Risk Management](#)

[The Design, Operation, and Maintenance of Building Systems, Part I](#)

[The Design, Operation, and Maintenance of Building Systems, Part II](#)

Students must also complete **one elective course** from the following options:

[Leasing and Marketing for Property Managers](#)

[Fundamentals of Real Property Administration](#)

[Asset Management](#)

RPA Experience Requirement:

Before you can be awarded your RPA[®] designation, you are required to demonstrate three years of verifiable property management experience. This experience must be performed for a portfolio or building 40,000 square feet or larger. Work-related experience must include responsibility in 18 of 25 categories. [Click here for a list of the 25 categories.](#)

[Click here to download the RPA Experience Requirement Form.](#)

Facilities Management Administrator (FMA[®])

BOMI International's FMA[®] designation program enhances your career by making you a more effective, knowledgeable facilities professional, thus positioning you as a key strategic professional within your organization. This program teaches you to manage facilities in a way that best supports staff and fits into the organization's overall objectives. You will develop valuable skills in strategic planning, project management, corporate finance, capital investment, and physical asset management. You will also learn about new facilities technologies, environmental health and worker safety, and other timely issues. Whether you are a new or experienced facilities manager, or someone in a related profession who will benefit from knowing how to create a quality work environment that maximizes productivity, the FMA[®] program is right for you.

FMA Course Requirements:

To earn a BOMI International FMA[®] designation, you must complete **six mandatory courses** ([see program requirements diagram](#)), **plus** the [Ethics Is Good Business[®] ShortCourse[™]](#).

[Technologies for Facilities Management](#)

[Facilities Planning and Project Management](#)

[Environmental Health and Safety Issues](#)

[The Design, Operation, and Maintenance of Building Systems, Part I](#)

[The Design, Operation, and Maintenance of Building Systems, Part II](#)

[Real Estate Investment and Finance](#)

Students must also complete **one elective course** from the following options:

[Fundamentals of Facilities Management](#)

[Asset Management](#)

Systems Maintenance Technician (SMT[®]) and Systems Maintenance Administrator (SMA[®])

BOMI International's SMT[®] and SMA[®] designation programs help you increase the operating effectiveness of your building and make you more valuable to your organization. Designed to meet the needs of hands-on technicians and building engineers, the SMT[®] and SMA[®] programs offer instruction in technologies and trends in the maintenance field that show you how to manage energy-efficient, environmentally sound, cost-effective building systems. Both SMT[®] and SMA[®] courses detail specific operating systems, while the SMA[®] program includes additional courses covering environmental issues, administration, and building design and maintenance. Through these programs you'll gain career-building skills and knowledge, as well as recognition as an integral part of your facilities team.

SMT[®] and SMA[®] Course Requirements:

Our SMT[®] and SMA[®] programs offer two levels of proficiency for career development. **The first five courses** detail specific operating systems and make up the SMT[®] program.

[Refrigeration Systems and Accessories](#)

[Air Handling, Water Treatment, and Plumbing Systems](#)

[Electrical Systems and Illumination](#)

[Boilers, Heating Systems, and Applied Mathematics](#)
[Energy Management and Controls](#)

Three additional courses complete the program by addressing the broad issues of concern to systems administrators. Added to the five above, these three courses will earn you the SMA[®] designation:

[Administration](#)
[Building Design and Maintenance](#)
[Environmental Health and Safety Issues](#)

Property Administrator Certificate (PAC)

This certificate program provides information property and facility managers need to manage the ongoing operation and maintenance of building systems and to maximize building efficiency and cost-effectiveness. The program will also feature applications and problems you can use to create building and facilities budgets. This certificate program includes three core courses required to complete your RPA[®].

[Design, Operation, and Maintenance of Building Systems, Part I](#)
[Design, Operation, and Maintenance of Building Systems, Part II](#)
[Budgeting & Accounting](#)

Facilities Management Certificate (FMC)

This program provides an overview of management information central to operating a facility. It also offers information needed to manage the ongoing operation and maintenance of building systems and to maximize building efficiency and cost-effectiveness. This certificate program includes three core courses required to complete your FMA[®].

[Design, Operation, and Maintenance of Building Systems, Part I](#)
[Design, Operation, and Maintenance of Building Systems, Part II](#)
[Fundamentals of Facilities Management](#)

Building Systems Maintenance Certificate (SMC)

This certificate provides in-depth information on key building principles, including efficient energy management and water treatment. You will gain an understanding of HVAC, plumbing, and other building systems that work together to provide a comfortable indoor environment. We have updated this certificate program to allow you to customize it to your needs. In addition to taking two required courses, you can choose between one of two elective courses. All courses in this certificate program bring you closer to attaining your SMA[®] designation.

Required:

[Air Handling, Water Treatment, and Plumbing Systems](#)
[Energy Management & Controls](#)

Elective (choose one):

[Refrigeration Systems and Accessories](#)
[Boilers, Heating Systems, and Applied Mathematics](#)

Property Management Financial Proficiency Certificate (PMFP)

Arm yourself with the essential foundation for any successful manager. Take control of your assets and improve overall operational efficiencies, gain confidence in all elements of investment strategy, and the know-how to interpret financial statements and construct property/facilities budgets. This nationally recognized certificate in financial proficiency is specifically designed for people who manage real estate assets.

[Asset Management](#)
[Real Estate Investment & Finance](#)
[Budgeting & Accounting](#) *

*Credit for courses awarded through a competency option do not qualify for certificate programs, with the exception of *Budgeting & Accounting* for the Property Manager Financial Proficiency Certificate (PMFP).

Appendix 2:

Designation Maintenance

BOMI International graduates are an elite group of highly respected property professionals. As these designations have gained wider recognition and acceptance, expectations of the men and women who have earned them have also grown. New technologies create new opportunities. The rapidly changing work environment results in the need for BOMI International graduates to remain current.

To maintain active status of their designations, RPA[®], FMA[®], and SMA[®] graduates are required to meet the Continuing Professional Development (CPD) program requirements demonstrating every three years that they are current practicing members of the industry. The CPD requirement is based on a point system. During each three-year period, 18 CPD points must be earned to meet the requirement. Maintaining the CPD requirement will show that your knowledge is up-to-date. This will further enhance your personal value as a professional, as well as the value of your designation and its acceptance as the standard measure of excellence in the industry.

For more information on the CPD program, visit our website at <http://www.bomi.org/GradCPD.aspx?id=896>.

Appendix 3

BOMI International NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (the “Agreement”) is made by and between BOMI International, Inc. (“BOMI”), and you, the test taker (“Attendee”). In consideration for your right to take the CBT Test, Attendee agrees to the following:

1. “Confidential Information” shall mean all information, whether communicated in oral, written, electronic or other form, furnished by BOMI or prepared by Attendee during the Testing Period, including, but not limited to, answers and notes made by Attendee during the Testing Period, any test questions and answers, any accompanying Test materials and like information, and any and all other Test information of, or provided by, BOMI. All notes, analyses, compilations, and other documents prepared by Attendee during the Testing Period, which contain or otherwise reflect information regarding the Test, will also be “Confidential Information.” The Testing Period includes all time immediately prior to, during, and immediately following the scheduled Test time.
2. Attendee will preserve as confidential all Confidential Information that Attendee may obtain or prepare in relation to the Test during the Testing Period. Without BOMI’s prior written consent, which may be given or withheld by BOMI in its sole and absolute discretion, Attendee will not at any time, whether during or after the Testing Period, (a) disclose any Confidential Information to any third party nor give any third party access thereto, nor (b) use any Confidential Information except as required in taking the Test. At all times during the testing period, Attendee agrees to abide by the Code of Professional Ethics and Conduct, a copy of which can be found online at www.bomi.org.
3. Attendee shall notify BOMI immediately upon discovery of unauthorized use or disclosure of Confidential Information or any breach of this Agreement, and shall cooperate with BOMI in every reasonable way to assist BOMI in mitigating the consequences of such use or disclosure and preventing further unauthorized use or disclosure. If a third party brings an action against BOMI arising out of Attendee’s breach of this Agreement, BOMI, at its sole discretion, may settle or defend the claim, and Attendee shall pay all settlements, costs, damages and legal fees and expenses arising out of such settlement or defense.
4. Attendee agrees that money damages will not be a sufficient remedy for any breach of this Agreement by him and that in addition to all other remedies which may be available, BOMI will be entitled to specific performance and injunctive or other equitable relief, without bond, as a remedy for any such breach or threatened breach. All remedies available to BOMI for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
5. In the event of any litigation between the Parties in connection with this Agreement, including the seeking of injunctive relief, if BOMI is the successful party, Attendee shall pay to BOMI therein all costs and expenses, including but not limited to actual attorneys’ fees incurred therein by BOMI, which costs, expenses and attorneys’ fees shall be included as a part of any judgment rendered in such action in addition to any other relief to which BOMI may be entitled. Should BOMI not be a successful party, the Parties will each bear their own attorneys’ fees and expenses.
6. Attendee acknowledges that all Test documents, materials, drawings, and other physical media of expression incorporating or containing any Confidential Information that BOMI

furnishes to Attendee, or that Attendee prepares during the Testing Period, are BOMI's property and will be promptly surrendered to BOMI upon the completion of the Testing Period. After the completion of the Testing Period, Attendee will make no further use of any of the Confidential Information. The foregoing will apply regardless of whether Attendee completes the Test.

7. Attendee understands that BOMI makes no representations or warranties as to the accuracy or completeness of any Confidential Information disclosed, and Attendee agrees that neither BOMI nor any of its officers, directors, Attendees, agents, members or attorneys will have any liability to Attendee arising from Attendee's use of the Confidential Information.
8. To the fullest extent permitted by law, all of the covenants and agreements contained in this Agreement will survive indefinitely. Attendee also understands that the obligation not to use or disclose Confidential Information shall survive the completion of Testing Period, for so long as the information remains Confidential Information. Attendee further understands that this Agreement extends to, and shall be binding upon, his heirs, successors and assigns.
9. This Agreement supersedes all previous agreements, written or oral, relating to the above subject matter, and may be modified only by a written instrument duly executed by the parties hereto. If any part of any provision of this Agreement or any other agreement, document or writing given pursuant to or in connection with this Agreement shall be invalid or unenforceable under applicable law, said part shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the remaining parts of said provision or the remaining provisions of said agreement.
10. This Agreement will be governed by and construed according to the laws of the State of Maryland (excluding the choice of laws rules thereof). Attendee hereby consents to the jurisdiction of the courts of the State of Maryland. Any suit brought hereon must be brought in the state or federal courts sitting in the State of Maryland, the parties hereto hereby waive any claim or defense that such forum is not convenient or proper.

Appendix 4:

BOMI International Code of Ethics and Professional Conduct

Preamble

BOMI International, and its designees, are committed to promoting the highest level of professionalism, integrity, and ability available in the commercial property and asset management industry.

This code of professional ethics and conduct is designed to foster trust and mutual respect among those working in the industry, as well as the public at large. It is not intended to discourage fair and healthy competition within the industry, but to increase the esteem of the designations and the individuals who have earned them. We consider industry relationships critical to the industry's success.

Minimum standards of conduct in these areas are contained herein:

Articles

- I. Professionalism
Each designee of BOMI International shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to the profession, the industry, and BOMI International. Designees shall speak truthfully and act in accordance with accepted principles of honesty and integrity. A designee shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.
- II. Responsibility to Clients
Each designee shall diligently and honestly pursue the client's legitimate objectives. Whenever possible, objectives shall be put in writing to avoid misunderstanding. No designee shall place his or her own needs and desires above those of the client in the performance of work for that client. Each designee shall advise the client regularly or as agreed on matters concerning the creation of value. National, State and Provincial, and Local (Municipal) laws, as well as regulations, codes, and ordinances, shall be strictly adhered to in the operation of property or equipment.
- III. Responsibility to Employers
Each designee shall behave in a manner consistent with the stated goals of his or her firm and/or employer. No designee shall act out of a motive of personal gain apart from the knowledge and consent of the employer and/or firm.
- IV. Responsibilities to Real Property and Equipment
Each designee shall be diligent in the operation of property to maximize its long-term value within the client's objectives. Designees shall not permit or cause damage to the property or properties under their control. In the operation of the property, designee shall take those actions reasonably necessary to maximize the security and life safety of the occupants consistent with accepted standards of the industry.

- V. Conflict of Interest
Each designee shall fully disclose to the client any known conflict of interest between (a) the client; client's employees; suppliers; and other related parties, and (b) the owner; manager; or their employees arising prior to the engagement of management services. Each designee shall use every reasonable means to resolve such conflicts. No designee shall permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.
- VI. Confidentiality
Each designee 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.
- VII. Fair Dealing
Each designee shall endeavor to deal fairly with his or her clients, tenants, competitors, vendors, employer, and employees. No designee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- VIII. Records Management
Each designee shall maintain complete and accurate records compiled in accordance with generally accepted procedures and provide them to the client or employer with comment on a regular basis. In addition, each designee shall 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.
- IX. Continuing Education
Each designee shall endeavor to remain knowledgeable in the subject material of his or her designation by taking courses and seminars offered by BOMI International and others, reading industry periodicals, and consulting and sharing information within the industry network in the designee's area.
- X. Compliance with Laws
Each designee shall comply with all National, State and Provincial, and Local (Municipal) laws and regulations, as well as any human rights statutes concerning the properties managed, appraising property owners as appropriate.