

Certified Shopping Center Manager (CSM)

Who Should Apply

- Shopping center managers with four years of experience and a broad knowledge of shopping center management principles who have the ability to apply those principles to effectively manage all types of shopping centers.
- Corporate or regional professionals who oversee the management function of one or more shopping centers.

How You Will Benefit

- Receive an industry designation that recognizes your experience, knowledge, and skills.
- Be recognized for your leadership capabilities and increased professional stature.
- Gain and keep your competitive edge.
- Experience the difference between just knowing your field and being a leader in your field.
- Have your achievement announced to local media outlets through ICSC news releases.

Certified Shopping Center Manager (CSM) Examination

The Initial CSM examination was administered in May 1964. In January of 2007, the CSM designation became global in scope recognizing global management best practices throughout the industry. As part of this change, the Accredited Shopping Centre Manager (ASM) certification was merged with the Certified Shopping Center Manager (CSM) certification. To date, more than 3,100 professionals from all over the world have earned the “new” global CSM designation.

Qualifications

In order to qualify as a candidate for the CSM examination, you must:

- Be or have been actively engaged in shopping center management for four years.* The time period will be calculated up to the application deadline date. Employment dates will be verified. Experience as a shopping center manager includes maintenance, leasing, marketing and promotion, and shopping center income and expense accounting.

* Applicants may substitute the following for the fourth year of experience:

- a) Completion of the ICSC Management I and II Institute Programs, ICSC Global School Level I and II or eDistance Learning;

- b) Completion of the ICSC Management II Institute Program, ICSC International School, Level II with related work experience, or successful completion of college-level courses.

If a candidate’s primary experience was gained in North America, we recommend that they take the North American practices exam. This North American exam features:

- Centers typically found in North America
- Square feet, dollars, etc.
- Terms common in North America
- Law and insurance practices common in North America.

If a candidate’s primary experience was gained outside North America, we recommend they take the global practices exam. This global exam features:

- Centres typically found around the world
- Square meters, euros and foreign currency
- Terms common around the world, e.g., key money
- Different seasons, merchandising challenges and holiday sales periods; not the typical November/December/Christmas holiday season and fall clearance sales in October.

CSM Examination

(North American Practices Version)

The CSM exam will consist of a 100-item multiple-choice section worth 100 points, plus 40 points for constructed response items in a four-part situational judgment section using a multiple-choice format (there will be three to four items per situation). Items will be distributed across the content below.

Test Specifications

Ownership/Asset Management	5%
Accounting, Finance, Financial Reporting/Lease Administration	20%
Development/Redevelopment	7%
Retail/Leasing/Specialty Leasing/Revenue Generation	20%
Operations/Physical Facilities Management	20%
Marketing/Promotion/Community and Public Relations	8%
Security/Risk Management/Insurance/Law	15%
Human Resources Management	5%
	<hr/> 100%

CSM Examination

(Global Practices Version)

The CSM Global Practices Version is a written multiple-choice examination consisting of 100 items administered in one three-and-one-half hour session.

Test Specifications

Asset Management / Property Management / Development / Leasing / Retailing	62%
Risk Management / Security / Insurance / Legal Considerations	8%
People and Services	10%
Lease Administration / Accounting / Finance / Financial Reporting	20%
	<hr/> 100%

Examination Schedule

Global Practices Certified Shopping Center Manager (CSM)

Certified Shopping Center Manager (CSM) – North American Version

(for candidates whose primary experience was gained in North America)

EXAMINATIONS:

June 20-27, 2009

Deadline: May 26, 2009

October 17-24, 2009

Deadline: September 11, 2009

Location: Prometric Testing Centers worldwide.

How to Apply

The CSM Application and Applicant Handbook is available on ICSC’s Website, www.icsc.org – go to **Education & Careers**, view the **Education** menu and click on **Certification Programs**.

Fee for the CSM examination:

Member: \$ 695 (U.S.)

Non-Member: \$1,390 (U.S.)

Three years after achieving the CSM designation, and maintaining the required continuing education credits, CSM certified professionals may apply for the Senior Level Certified Shopping Center Manager (SCSM) designation.