

## Frequently Asked Questions

### ***Why should I be certified by ICSC?***

ICSC offers certification programs for professionals that specialize in shopping center management; marketing; leasing; and design, development and construction. Earning your ICSC certification sets you apart from other professionals by establishing you as a leader in your field. All ICSC certification programs require that candidates meet a minimum business experience requirement before testing. Therefore your certification is more than passing an exam or memorizing terms from a book, it reflects the high standard and experience that is required on a day to day basis to be a successful shopping center professional.

### ***How are the exams administered?***

The CDP, CLS, CSM and CMD exams are multiple choice exams administered by computer at Prometric test centers. Prometric has many test centers throughout the world allowing you to take your exam in your city at a time convenient to you.

### ***What's the difference between the North American and Global Exams?***

While both the North American Practices and Global Practices Exams lead to the same certification, the North American Practices Exam tests information that is common to shopping centers in the U.S. and Canada. This includes terms in square feet and dollars; law and insurance practices; and seasonal retail practices. The Global Practices Exam includes terms such as square meters, Euros and practices common to shopping centers outside of North America.

### ***Are the certification exams offered in languages other than English?***

Yes. The CLS Global Exam is also offered in Spanish. The CSM and CMD Global Practices Exams are also offered in Spanish and Portuguese.

### ***How will I know if I am ready to take a certification exam?***

The first thing you should do is review the exam application. Each exam has an application which describes the number of years of experience required to apply for the exam. The application also includes a test content outline which lists the subject areas covered on the exam. If you meet the requirements and are comfortable with the test content, you should consider the ePractice Exam (online sample questions) or the Test Review course. Both courses are great tools to help you prepare for the exam by providing sample questions and test taking techniques. For more information about either program, please visit the Certification Programs page.

### ***Can I fax my application?***

No. Applications must be notarized and mailed to the attention of the desired exam (ie CLS Examination) to the address below. Fax copies will not be accepted.

<Enter Exam Name> Examination  
ICSC  
1221 Avenue of the Americas  
New York, NY 10020-1099

***How do I locate a test center?***

You can locate a test center in your area at any time by visiting the Certification Programs page under the Education and Careers tab at [www.icsc.org](http://www.icsc.org) Click Locate a Test Center and follow the prompts.

***When can I schedule my exam appointment?***

You can not schedule your appointment until your application has been reviewed and approved. After your application is approved you will receive an eligibility ID number. After you receive the eligibility ID number you may schedule your appointment online or by phone with Prometric. **Due to limited seats at Prometric test centers we recommend that you schedule your appointment as soon as you receive your eligibility ID.**

***Are there any education requirements to be eligible for an ICSC certification exam?***

No. You are not required to complete or submit any education prerequisites for any exam. You need only have the required years of experience (see specific applications for details). If you are one year short of the required experience, you may substitute education courses for your final year.

***How do I prepare for the certification exam?***

ICSC offers many preparatory tools for the exams including the Test Review, ePractice Tests and publications. Some candidates complete the John T. Riordan School for Professional Development. Information about these programs can be found under the Education and Careers tab at [www.icsc.org](http://www.icsc.org)

***I am unable to take my certification exam. Who should I contact?***

If you are unable to take the certification exam you should first contact ICSC. Please carefully review the exam application and take note of applicable deadlines for refunds. All cancellation and refund requests must be made in writing and directed to ICSC. You should also contact Prometric to cancel your appointment at the test center. Prometric requires a minimum of 48 hours notice to cancel or reschedule your appointment without penalty.

***What happens if I fail the exam?***

If you fail, you have one year to retake the exam without completing a new application. You need only submit the contact information page and fee. A new application is required after one year. There are no restrictions on the number of times you take the exam as long as you meet the exam qualifications. You may not however, retake the exam within the same testing window.

***How are the certification exams scored?***

Each question is worth one point. There is no penalty for wrong or omitted questions so you should answer all questions. Your score is comprised of the number of questions answered correctly (raw score) converted into a statistically consistent scaled score. A score report is delivered upon completion of the exam. Failing candidates will receive a score report with a numerical scaled score and passing candidates will receive a report noting only his/her passing status.

***My exam score is one point below passing, does this mean I was one question away from passing?***

No. Only your raw score can tell you exactly how many questions you missed. Raw scores are scaled to a statistically consistent score to preserve the minimum standard required to become certified. Your raw score is converted to a scaled score by a statistical process called equating. Equating ensures that the different forms of the test do not affect your score. Equating makes it possible to make comparisons among test takers who take different editions of the test across different administrations.

***Which ICSC designations require a continuing education program to maintain active status?***

ICSC offers a Senior Level certification program for all of its certification programs. The CSM and CMD Senior programs are voluntary. The CLS and CDP have a mandatory continuing education requirement. Designees may apply for Senior Level status three years after earning his/her certification. Upon completion of the Senior application process, designees will be awarded the appropriate Senior certification (SCDP, SCLS, SCSM, SCMD).

***What are the requirements to earn/maintain a Senior-level designation?***

Every three years you must renew your designation by obtaining 10 credits of continuing education. These credits must be obtained within the three year period prior to your renewal. Please see the credit summary for more details.

***For further information about the certification programs please contact the Education Department at +1 646 728 3463 or [jdotts@icsc.org](mailto:jdotts@icsc.org)***