



CCIM INSTITUTE

**VETERANS PROGRAM
HANDBOOK**

CCIM Institute, 430 North Michigan Avenue, Suite 700, Chicago, IL, 60611 (800) 621-7027, ext. 4512

Volume 5 – January 2020



CCIM Institute
Commercial Real Estate's
Global Standard for Professional Achievement

CERTIFICATION PAGE:

I hereby certify that the following statements are certified to be true in content and policy on behalf of the CCIM Institute.

PATRICIA PEREYRA
Director of Strategic Alliances
CCIM Institute

Signature:

A handwritten signature in cursive script that reads "Patricia Pereyra".



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1. What is a CCIM?

A CCIM (Certified Commercial Investment Member) is a recognized expert in the commercial and investment real estate industry. The CCIM Institute was built on a foundation that has remained solid for 50 years: That the best teachers of commercial real estate investment principles are experienced and successful commercial real estate practitioners. By combining the best minds to develop and teach the industry's best practices, CCIM has helped thousands of students propel their careers and grow their businesses. Since 1954, CCIM has evolved into a global organization with more than 13,000 members.

The CCIM lapel pin is earned after successfully completing a designation process that ensures CCIMs are proficient not only in theory, but also in practice. This elite corps of CCIMs includes brokers, leasing professionals, investment counselors, asset managers, appraisers, corporate real estate executives, property managers, developers, institutional investors, commercial lenders, attorneys, bankers, and other allied professionals.

A CCIM is part of a global commercial real estate network with members across North America and more than 30 countries. This professional network has enabled CCIM members to close thousands of transactions annually, representing more than \$200 billion in value. As a result, the experts who possess the CCIM designation are an invaluable resource for commercial real estate owners, investors, and users.

CCIMs have completed the CCIM Designation Program curriculum that covers essential CCIM skill sets, including ethics, interest-based negotiation, financial analysis, market analysis, user decision analysis, and investment analysis for commercial investment real estate. CCIMs have completed a portfolio demonstrating the depth of their commercial real estate experience. Finally, they have demonstrated their proficiency in the CCIM skill sets by successfully completing a comprehensive examination. Only then is a designation candidate awarded the coveted CCIM pin, joining the ranks of highly skilled commercial and investment real estate experts.

More than 13,000 commercial real estate professionals have earned the designation. Currently, more than 3,000 professionals are pursuing their CCIM designation.

Why CCIM Institute?

The CCIM Institute provides the right setting to cultivate the skills and access to grow your commercial real estate career. Many of the country's top corporations, such as Walmart, Walgreens, and FedEx, encourage executives involved in real estate transactions to attend CCIM's education courses to ensure well-informed real estate decisions. Our goal is to give you the knowledge and tools needed to structure and close successful transactions and increase your personal income.



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2. Leadership and Governance

The CCIM Institute is administered by CCIM designees who volunteer their time and expertise. These commercial real estate professionals work in conjunction with CCIM's team of association professionals to carry out the Institute's mission. Our official name is The CCIM Institute of the National Association of REALTORS®. We are a 501(c) (6) trade association.

2020 Executive Leadership

<p><u>President</u> Eddie Blanton, CCIM Tradd Commercial Real Estate 6201 Fairview Rd Ste 200 Charlotte, NC 28210-3297 Eddie.Blanton@BlantonRealty.com</p>
<p><u>President-Elect</u> Timothy S. Blair, CCIM Shannon Waltchack 1616 2nd Avenue South, Suite 100 Birmingham, AL 35233 tb@shanwalt.com</p>
<p><u>First Vice-President</u> Leslie G. Callahan, III CCIM First Colony Financial Corporation 8100 Roswell Road, Suite 201 Atlanta, GA 30350-2803 lcallaha@ccim.net</p>
<p><u>Treasurer</u> Chuck C. Connely IV, CCIM C.C. Connely & Associates LLC 12100 E. 65th Street Court Kansas City, MO 64133 cconnely@ccim.net</p>
<p><u>Executive Vice President/Chief Executive Officer</u> Gregory J. Fine, FASAE, CAE 430 N. Michigan Ave, Ste 700 Chicago, Illinois 60611</p>



3. How to Become A CCIM?

To earn the CCIM designation through the general candidacy program, you must complete the following requirements:

- Successfully complete the Designation Curriculum (successfully complete: CI 101, CI 102, CI 103, CI 104, Negotiations, and Ethics course).
- Become an Institute Candidate. *(Note: Annual candidacy fee of \$650 is not covered by Veterans Administration).*
- Earn two elective credit. The required Commercial Real Estate Negotiations course is paid for by the VA and satisfies ½ credit. The remaining 1.5 elective credits can be earned by submitting qualified transfer elective credits earned elsewhere, and/or by taking any combination of qualifying courses. Required remaining elective credits are not covered by the VA and must be paid for by the veteran at the time of registration. Qualifying courses may be found here: <https://www.ccim.com/designation/elective-credits/>
- Submit the Portfolio of Qualifying Experience. The portfolio may be submitted by mail or online any time after the completion of CI 101 and before registering for the Comprehensive Exam. *(Note: Portfolio review fee of \$150 not covered by VA.)*
- Pass the Comprehensive Exam. Candidates who have completed the above requirements are eligible to sit for the Comprehensive Exam.
- *Upon successful completion of all requirements of the CCIM program, students will attain their CCIM designation (graduate from the program.) Designees (graduates) will receive a certificate and a plaque indicating their status as a new designee. They will also have the honor of displaying their CCIM lapel pin as a sign of attaining the designation.*

CCIM DESIGNATION PROGRAM EDUCATION
CI 101 - Financial Analysis for Commercial Investment Real Estate
CI 102 - Market Analysis for Commercial Investment Real Estate
CI 103 - User Decision Analysis for Commercial Investment Real Estate
CI 104 - Investment Analysis for Commercial Investment Real Estate
Commercial Negotiations
Ethics Course
Portfolio of Qualifying Experience
Comprehensive Exam

4. Designation Curriculum

With an emphasis on practical application, CCIM's designation curriculum represents the core knowledge expected of commercial real estate professionals, regardless of their specialization. It is suited for those who seek to propel their businesses and careers.

Attainment of the CCIM designation entails the completion of all the following programs: CI 101, CI 102, CI 103, CI 104, Commercial Real Estate Negotiations, & Comprehensive Exam for a combined total of 144 clock hours.

CI 101: FINANCIAL ANALYSIS FOR COMMERCIAL INVESTMENT REAL ESTATE – 34 hours

Learn financial analysis concepts and tools to make smart investment decisions. In CI 101, use CCIM's Real Estate Cash Flow Model to perform a before- and after-tax financial analysis of a real estate investment. Learn to apply this model to determine the unique investment value for each investor.

CI 102: MARKET ANALYSIS FOR COMMERCIAL INVESTMENT REAL ESTATE – 34 hours

Make better-informed real estate decisions. In CI 102, learn how to apply CCIM's Strategic Analysis Model to test market, location/site, legal/political, and financial feasibility for a proposed development or existing property acquisition. This strategic analysis process is taught using case studies featuring residential, retail, industrial, and office property types.

COMMERCIAL REAL ESTATE NEGOTIATIONS – 8 hours

Learn and apply the CCIM Interest-based Negotiations Model to your most challenging transactions. Learn new, proven strategies to client acceptance that will get you out of the "high/low game" and other tactics that can derail a successful transaction. Interest-based negotiation is a three-step process that brings discipline to your negotiation strategies.

CI 103: USER DECISION ANALYSIS FOR COMMERCIAL INVESTMENT REAL ESTATE – 34 hours

Evaluate and compare lease proposals from a user perspective. In CI 103, learn to apply the tools needed to help users of real estate determine lowest cost of occupancy for acquiring space. Case study applications include comparative lease analysis, lease versus purchase analysis, and sale-leaseback analysis. Excel spreadsheets are used in the course to facilitate the analysis.

CI 104: INVESTMENT ANALYSIS FOR COMMERCIAL INVESTMENT REAL ESTATE - 34 hours

Analyze all disposition alternatives when holding real estate assets. In CI 104, take a close look at the life cycle of a real estate investment: acquisition, ownership, and disposition phases. Learn to quantify the economic impact of alternatives, such as continuing to own with no change in structure, refinancing, selling, or exchanging for another property.

CCIM ETHICS COURSE – 8 hours (No charge for this course)

We provide this to all students at no charge to prepare them for ethical business practices. This course provides relevant information about the CCIM Code of Ethics and Standards of Practice of the CCIM Institute.

5. CCIM Institute Program Policies and Guidelines

Qualifying Courses

CCIM Institute is approved through the State of Illinois Veterans Approving Agency as an NCD Program. CCIM Designation Program courses must be taken via live classroom at our main facility at 430 North Michigan Avenue, Suite 700, Chicago, Illinois, 60611. Please contact CCIM Education Services at courseinfo@ccim.com or call us directly at (800) 621-7027, ext. 2, for complete details regarding the program and complete your registration.

Enrollment Policies

The CCIM Institute designation program is open to the public. All course prerequisites must be met to qualify for attendance as identified in the course description below. All students must submit their letter of eligibility and DD214 document prior to registration. To assure all documentation is expedited in compliance with VA guidelines and students have access to all course materials prior to the course start date, all veterans are encouraged to complete their registration process at least 30 days prior to the course start date.

Attendance Policy:

100% attendance is recommended for the CCIM designation program. Students are required to sign in and out each day. Attendance is monitored by both the course instructor and on-site administrators. Any special circumstances are properly noted on the sheet itself and returned to CCIM Institute prior to any certificate being issued.

A mandatory, minimum attendance of 75% is required for students receiving GI Bill® benefits.

- ***Clock hours:*** Students must attend at least 25.5 hours of each 34-hour course; and must attend 6 hours of the 8-hour course, to maintain their status.
- ***Tardiness:*** Students are responsible for coordinating with the instructor to make up any class time during breaks, the lunch hour, or after class.
- ***Warning Status:*** Students who attend fewer than the required minimum hours for a second course will be placed on warning status.
- ***Probation/Reinstatement:*** Students who miss more than the 25.5 hours after two courses will be placed on probationary status and will have to repeat the third course or risk termination from the program. Satisfactory completion of the third course *with attendance of the entire 34 hours* is required to remove probationary status.

Leave of absence

If a situation or emergency arises, a student or specified agent may submit for a leave of absence from the individual course or the program. The student will be placed in another corresponding course at a future date. All requests for leave of absence must be submitted in writing. A copy of said request must be immediately filed with the Veterans Affairs Office. *Student must also request reinstatement in writing and allow 10-14 days for processing.*



Student Grading System:

A mandatory, minimum grade of 70% or better is required for students receiving GI Bill® benefits.

CCIM Institute maintains a standard grading system. At the end of each course, students must complete an exam. A grade of C (70%) or better is required to successfully complete all courses.

- As noted, upon successful completion of *CI 101*, students may proceed to *CI 102*, *103*, or *CI 104*.
- Successful completion of the one-day Commercial Negotiations course is required prior to registration for *CI 103* and *CI 104*.
- Students will receive confirmation for their grade within 48 hours of completing their exam.
- Students who do not successfully complete the course exam will have the opportunity to retake the exam twice within a 120-day period. The retake, exam fee is \$50 per course and is not covered by the GI Bill®.
- Students who fail to retake their exam within this 120-day period must request a limited extension (addition of 60 days.) They must notify the school administrator and will be placed on probation.
- Students may not register for another course until the exam is successfully completed.
- Students also have the option to retake the entire course at a cost of \$550.00. This fee is not covered by the GI Bill®.

Students who fail to complete the retake exam within the 180-day required period or fail to retake the course must contact the CCIM Institute in writing within 48 hours of the specified deadline. Send all documentation to cecampus@ccim.com. One-time additional extensions of an additional seven days are granted on a case-by-case basis. Be advised that failure to comply with these guidelines will result in termination from the program.

CCIM INSTITUTE GRADING SYSTEM

Percentage-Based	Letter Equivalent
90-100	A
80-89	B
70-79	C
60-69	D
0-59	F



SATISFACTORY PROGRESS POLICY FOR VETERANS

The Satisfactory Progress Policy found in this Catalog applies to all students who are receiving federal veterans' education benefits (GI Bill®), except that these veterans must adhere to more stringent requirements as defined in this Addendum.

Evaluation Time Frames

CCIM Institute will evaluate veterans for attendance and grades at the end of each week for all approved programs.

Attendance Progress

A student must maintain a minimum of 75% attendance average each week in order to be considered making satisfactory progress. Any student absent for 14 consecutive days will be terminated from the GI Bill program.

Academic Progress

The minimum grade average required, for theory and practical combined, is 70%.

Probation and Dismissal

CCIM Institute will place students failing to meet either the attendance or the academic progress requirements on probation for a period of one week.

CCIM Institute will reevaluate a student's progress at the conclusion of the probationary period. If CCIM Institute determines at this evaluation that the student is meeting both the attendance and academic progress requirements the student will no longer be on probation. Contrarily, if CCIM Institute determines at this evaluation that the student is failing to meet either the attendance or academic progress requirements, CCIM Institute will terminate the student from the GI Bill program.

CCIM Institute, however, may grant a second probationary period of one week if extenuating circumstances warrant such action. CCIM Institute will reevaluate a student's progress at the conclusion of this second probationary period. If CCIM Institute determines at this evaluation that the student is meeting both the attendance and academic progress requirements the student will no longer be on probation. Contrarily, if CCIM Institute determines at this evaluation that the student is failing to meet either the attendance or academic progress requirements, CCIM Institute will terminate the student from the GI Bill program.

CCIM INSTITUTE CODE OF CONDUCT

*The CCIM Institute requires appropriate and ethical conduct - at all times. The Institute has a **zero tolerance policy** for violent behavior; abusive/profane language; intoxication; threats of any kind, bullying, or sexual harassment. Such conduct **is unacceptable and grounds for immediate dismissal** from the program. CCIM Institute has a drug-free and smoke-free environment.*



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Americans with Disabilities Act

The CCIM Institute will accommodate disabled individuals in compliance with the Americans with Disabilities Act. Students seeking such accommodations should contact the Institute at (800) 621-7027, ext. 2.

Course Prerequisites and Sequencing

CI 101 is the main prerequisite for courses CI 102, CI 103, and CI 104. Once students successfully complete and pass CI 101, they may move forward to take the other core courses (CI 102, CI 103, CI 104) in any order. However, before students can take CI 103 or CI 104, they must fulfill the requirement of eight hours of Negotiations training. VA students must take the one-day Commercial Negotiations course to meet this requirement.

Re-examinations

Students who do not earn a passing grade on course examinations are allowed to retake the examination once within 90 days of the original course date. The re-examination fee is \$50 for CI 101-104.

Course Cancellations

The CCIM Institute reserves the right to cancel any scheduled course at any time. Students enrolled in a course that is cancelled will be notified as far in advance as possible. Students have the option to receive a full refund or transfer into another course. Please note that the Institute is not responsible for any out-of-pocket expenses (lodging, airfare, etc.) students may incur when a course is cancelled.

Tuition and Payments:

The following are the tuition rates for the approved Veterans program. The tuition includes all manuals and spreadsheets required for the course. All approvals for VA payments are due prior to the course start date.

CCIM Designation Program Course Titles	Tuition
CI 101 - Financial Analysis for Commercial Investment Real Estate	\$1,735.00
CI 102 - Market Analysis for Commercial Investment Real Estate	\$1,735.00
CI 103 - User Decision Analysis for Commercial Investment Real Estate	\$1,735.00
CI 104 - Investment Analysis for Commercial Investment Real Estate	\$1,735.00
Preparing to Negotiate or Commercial Negotiations	\$475.00
Online Ethics Course	No charge
Comprehensive Exam	\$375.00



6. VA Student Cancellation and Transfer Policy

Students must abide by student cancellation and transfer policy stated below. Students are allowed to transfer to another offering one time at no charge. Additional transfers are \$75.00 per course and are not covered by the VA. All tuition, instructional charges, fees (including registration fee in excess of \$10) for veterans is subject to the following pro-rata refund policy:

<i>Percentage of Days in Class Completed by Student at Notice of Cancellation (Greater than)</i>	<i>Percentage of Tuition School May Retain</i>
<i>5-10%</i>	<i>15%</i>
<i>10-15%</i>	<i>20%</i>
<i>15-20%</i>	<i>25%</i>
<i>20-25%</i>	<i>30%</i>
<i>25-30%</i>	<i>35%</i>
<i>30-35%</i>	<i>40%</i>
<i>35-40%</i>	<i>45%</i>
<i>40-45%</i>	<i>50%</i>
<i>45-50%</i>	<i>55%</i>
<i>55-60%</i>	<i>60%</i>
<i>60-65%</i>	<i>65%</i>
<i>65-70%</i>	<i>70%</i>
<i>70-75%</i>	<i>75%</i>
<i>75-80%</i>	<i>80%</i>
<i>80-85%</i>	<i>85%</i>
<i>85-90%</i>	<i>90%</i>
<i>90-95%</i>	<i>95%</i>

All refunds are made within 40 days of student withdrawal/termination from school. This school does not have a breakage fee, nor does it have a charge for consumable instructional supplies.

7. Additional Information

About Our Instructors

CCIM courses are taught by active commercial real estate professionals. Our instructors represent top firms and universities, including: Keller Williams, NAI, Jones Lang LaSalle, and the University of Denver. Instructor profiles are located on our website at:

<https://www.ccim.com/education/instructors/>

Transfer Elective Credits:

Elective credits may be granted for certain graduate courses, professional certifications, or educational offerings. The application for transfer credit may be found on our website.

Student Conduct:

All students are expected to behave in a professional manner at all times. CCIM Institute is a weapon and drug-free zone. Disruption or interruption of the regular class schedule is subject to probationary action. All misconduct will be reported directly to the Veterans Administration Program officials. Repeat violations (two or more incidents), will result in permanent expulsion from the program.

Student Record Maintenance/Program Completion:

All student course records/transcripts are maintained for five years. Upon successful completion of each course, students receive their grade and a certificate of completion. Upon completion of all other requirements (*as indicated on page 6.*), students will receive their CCIM pin and certificate plaque (*graduation*).

Important Notice: Laptop Computer

A laptop computer with Microsoft Excel® software is required for, and not provided by, CCIM courses. A laptop computer is now used on all core designation courses and most one-day advanced education courses. Students who bring laptops to class and are familiar with Excel® will receive the most benefit from the course material because Excel® worksheets are distributed to help solve class activities and for use on the final exam.

The use of specialized Excel® worksheets will greatly reduce the time spent completing calculations and will greatly enhance the learning experience. The worksheets provide students with hands-on experience using cutting edge analysis tools in class.

Airfare and Hotel Information

All attendees are responsible for securing their own hotel and airline reservations. The Institute does not provide travel assistance. Attendees are also responsible for contacting their local VA Chapter regarding additional funds. Successful completion of the course is required.



8. CCIM Institute's Career Development Program

CCIM Institute is committed to providing our veterans with leads to secure employment within the industry. However, the Institute does not guarantee job placement with any particular company for any participant within this program.

In 2020, the Institute will continue its relationship with *Select Leaders* and work with industry partners to expand the opportunities available to veterans who successfully complete our core education program (CI 101-104.)

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>



9. CCIM Institute 2020 Holiday Schedule

January

Wednesday, January 1st

New Year's Day

Monday, January 20th

Martin Luther King., Jr. Day

February

Monday, February 17th

President's Day

May

Monday, May 25th

Memorial Day

July

Friday, July 3rd

Independence Day

September

Monday, September 7th

Labor Day

November

Wednesday, November 25th

Fall Holiday

Thursday, November 26th

Thanksgiving Day

Friday, November 27th

Day after Thanksgiving

December

Thursday, December 24th

Christmas Eve

Friday, December 25th

Christmas Day

Monday, December 28th

Winter Holiday

Tuesday, December 29th

Winter Holiday

Wednesday, December 30th

Winter Holiday

Thursday, December 31st

New Year's Eve

Friday, January 1st

New Year's Day



10. Acknowledgement Page

All participants must sign, date, and return this page to the Institute to complete their registration for this program.

(Please provide all contact information as it appears with the Veterans Affairs Department.)

NAME:	
IDENTIFICATION# or SOCIAL SECURITY NUMBER – <i>Required:</i>	
ADDRESS:	
CITY, STATE, ZIP:	
PHONE:	MOBILE NUMBER:
EMAIL:	

ACKNOWLEDGEMENT:

I HERBY ACKNOWLEDGE THAT I HAVE READ AND AGREE TO THE POLICIES AND GUIDELINES SET FORTH IN THE VETERANS HANDBOOK ISSUED BY THE CCIM INSTITUTE.

PRINT NAME: _____

SIBNATURE: _____

DATE: _____

Please print out this form and return it to the CCIM Institute. A signed and complete form must be completed prior to registration in this program. You may email this form to ccimveterans@ccim.com or fax to (312) 373-8237.

Attention Veterans:

You must submit your VA Letter of Eligibility, along with your DD214 (discharge information), prior to the registration or attendance at any course. Check your benefits at:

<https://www.ebenefits.va.gov/ebenefits/apply#education>. You may also contact your local VA chapter at: <https://www.ebenefits.va.gov/ebenefits/apply#education> for additional assistance.

**Addendum to Catalog
Compliance with 38 USC 3679(e)
VA Pending Payment Compliance**

Beginning August 1, 2019, and despite any policy to the contrary, the educational institution named at the bottom of this form will not take any of the four following actions toward any student using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while their payment from the United States Department of Veterans Affairs is pending to the educational institution:

- Prevent their enrollment;
- Assess a late penalty fee to;
- Require they secure alternative or additional funding;
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA's Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies (see our VA School Certifying Official for all requirements).

I hereby certify this addendum to be true and correct in content and policy.

Our institution will adopt this addendum, or one of similar import, in the next revision of our catalog.

Facility Name: _____

Facility Code: _____

Person Certifying Addendum

First Name: _____ Last Name: _____

Title: _____

Signature: _____

Date: _____