

RCM

REGISTERED COOPERATIVE MANAGER

The REGISTERED COOPERATIVE MANAGER (RCM) Program
is an affiliate of the National Association of Housing Cooperatives

The Registered Cooperative Manager (RCM) Certification Program is the only nationally-recognized designation and certification specializing in Cooperative Management recognized by the Registered in Apartment Managers (RAM program). RCM is a sought-after professional designation for cooperative housing managers.

**NAHC Registered Cooperative Manager Courses are now offered twice a year.
Training Courses available in the Spring and Fall.**

2017 registration is now open for the next in-person RCM Certification!

About The RCM Program

The RCM program builds upon the work of cooperative housing management and helps the profession achieve ever-increasing higher professional standards, expectations, and rewards. The designation is awarded to managers who meet the RCM standards of excellence, understanding, and achievement in the area of cooperative housing management following participation in a series of courses, then pass certification exams. RCM course topics provide exciting insight into housing cooperatives and help develop skills necessary for a successful career in management.

The courses refine the understanding of housing cooperatives, renew dedication to the principles of cooperative housing, codify the ethics of cooperative housing management, and improve housing management practices.

Here's what recently certified RCM's have to say about the program:

“There is no other organization geared specifically to co-ops. We can improve our skills and offer experiences to others.”

“The class provided me with the knowledge that I've been trying to obtain for years.”

“The RCM course provided the key components for the successful, effective and efficient operation of our cooperative. The skill sets that I gained helped me have a better understanding of housing cooperatives, but also reinforced my dedication to ensure that laws, regulations, and ethical behavior. After attending the course, I was excited to get back on the job and practice the ideas presented to me.”

“The courses offer instructors that really know their business.”

Development of the RCM Designation Program

The National Association of Housing Cooperatives recognized the important contribution of site managers and in 1993 created the Registered Cooperative Manager (RCM) designation program. A Board of Governors supervises the RCM designation.

The RCM program will:

- Refine understanding of housing cooperatives
- Renew dedication to the principles of cooperative housing
- Codify the ethics of cooperative housing management
- Improve housing management practices



The RCM Program offers in-person education programs twice a year. NAHC co-sponsors a certification training program each Spring and prior to each NAHC Annual Conference in the Fall. Continuous training is offered annually at the conference with RCM-only designated tracks, which assist the manager in understanding all of the aspects of Cooperative Management. This certification is for all Cooperative Managers and Cooperative Board Members looking for additional training.

The RCM Curriculum

The RCM courses cover three topics fundamental to the profession: **Ethics, Business, and History of Housing Cooperatives**. These RCM courses are intended to enrich the candidate's understanding and appreciation for cooperative housing and the ownership value housing cooperatives can offer to their members as a supplement to the operating policies of the participating cooperative.

The **History of Housing Cooperatives** gives the candidate a perspective of cooperative housing that focuses on the underlying principles of cooperation and a history of modern cooperatives. The course covers the work of the Rochdale pioneers, who are recognized as the founders of the cooperative principles by their creation of the first cooperative (a food co-op) in 1844 on Toad Lane in Rochdale, England. The course examines significant government and nongovernment initiatives and their impact on the cooperative housing industry. Although cooperatives are international and there are cooperative forms of nearly every type of business, our study will focus on the history of housing cooperatives in the United States. The class specifically discusses the history of housing cooperatives in the 20th century.

Business of Housing Cooperatives reviews the structure and business of housing cooperatives from their formation to their management. A specific review of the corporate documents gives the candidate a perspective about how and why cooperatives become successful. It offers insights into how cooperatives are governed and the important role of governance to the success of the housing cooperative. Participants discuss practical and useful issues that help the practitioner to be more productive in his or her managerial work.

Ethical Practices for Cooperative Management is a review of ethical considerations and requirements for an RCM and for the Cooperative Board of Directors. In this course, the class provides an explanation of the principles of agency and examines the ethical issues that affect the work of the cooperative manager. Participants have an opportunity to examine the obligations and duties of an RCM from an ethical perspective. It will lead the candidate to a better understanding of the personal convictions required for success in the industry and strengthen the candidate's professional self-confidence. The Ethical Practices recertification must be renewed every three years to maintain active RCM certification status.

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RCM REGISTRATION FORM

Upcoming RCM Training Courses: **SPRING 2017** Thursday & Friday, May 4-5, 2017 (9:00 AM – 5:00 PM)

WASHINGTON, DC

RECERTIFICATION Friday, May 5, 2017 (1:00 PM – 5:00 PM)

In-person RCM Ethical Practices Recertification Course: \$125.00*

Online RCM Ethical Practices Recertification Course: \$150.00* Register online at www.nahc.coop/Education/RCM

* Certified RCM's must participate in the Ethical Practices Recertification module every three years. To renew RCM's must have current annual RCM membership dues paid to be eligible to register for the online course. Recertifying RCM's do not complete candidacy forms.

RCM Training Course Schedule:

- Thursday, May 4 9:00 AM – 5:00 PM - RCM Course Part I
- Friday, May 5 9:00 AM – 5:00 PM - RCM Course Part II and Part III
- 1:00 PM – 5:00 PM - Part III (Ethical Practices Recertification in-person training)

First Name: _____ Last Name: _____

Title: _____

Cooperative /Organization Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Please select all that apply: I am on a Cooperative Board I am a Professional in the housing industry
 I am a President or President Elect of a Cooperative Board Other _____

REGISTRATION FEES FOR IN-PERSON TRAINING

- NAHC Member: \$700.00 Non-member: \$775.00
 In-person RCM Ethical Practices Recertification Course: \$125.00

ONLINE WEBINAR RECERTIFICATION Online Ethical Practices Recertification Course: \$150.00

Annual RCM membership fees may apply in order to bring lapsed RCM dues current and in good standing.

PAYMENT INFORMATION

Pay by Check: Check # _____ Please make check payable to: "RCM"

VISA MasterCard AmericanExpress

Credit Card # Expires / CVC Code

Name on Card: _____

Card Billing Address: _____

Card Billing City, State, Zip: _____

Signature: _____

Scan, fax or mail completed registration form along with payment to:

NAHC c/o Registered Cooperative Manager Program

1444 I Street NW, Suite 700 Washington, DC 20005

Email: info@nahc.coop Fax: (202) 216-9646



RCM Code of Ethical Conduct

The Code of Ethical Conduct of the Registered Cooperative Manager Program promotes the highest standard of personal conduct in cooperative management. To this end, adherence to the Code of Ethical Conduct is a requirement for designation.

As a Registered Cooperative Manager, I promise to:

1. Be loyal to the cooperative I represent and pursue its goals and objectives.
2. Keep informed of the laws, policies, and procedures for the management of housing cooperatives.
3. Exercise diligence in my duties on behalf of the members and cooperatives which I serve.
4. Safeguard confidential information and equally protect the rights of every member of the cooperative.
5. Issue no false or misleading statements to or about the cooperative.
6. Take no rebate or commission without the prior knowledge and consent of my employer.
7. Disclose every conflict of personal interest in the exercise of my duties to my employer and the cooperative.
8. Not discriminate in the exercise of my duties against any person on the basis of race, color, creed, origin, sex, handicap, sexual orientation, family status or other government-protected status.
9. Obtain and maintain in force all licenses required by the state or local government with jurisdiction over my profession.
10. Promote the public understanding of housing cooperatives and the Registered Cooperative Manager Program.

RCM Board of Governors

Signature: _____

Date: ____/____/____



Application for RCM Candidacy

Personal:

Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Ph: _____ Work Ph: _____ Fax: _____

Email: _____

Formal Education: [] Technical ____ yrs. Institution: _____

[] College ____ yrs. Institution: _____

[] Other ____ yrs. Institution: _____

Training Certificates: [] _____

[] _____

Professional Designations: [] _____

[] _____

Do you hold a valid real estate license? [] Yes [] No If yes, State: _____ License Number: _____

Employment:

Employer: _____ From: _____ to: _____

Address: _____ City: _____ State: _____ Zip: _____

Employer: _____ From: _____ to: _____

Address: _____ City: _____ State: _____ Zip: _____

Describe your experience in real estate management and cooperative housing:

Have you attended local cooperative workshops and seminars? [] Yes [] No [] as an attendee [] as a presenter

Describe: _____

Have you attended regional cooperative workshops and seminars? [] Yes [] No [] as an attendee [] as a presenter

Describe: _____

Have you attended national cooperative workshops and seminars? [] Yes [] No [] as an attendee [] as a presenter

Describe: _____

Please describe your career goals:

Please answer yes or no to the following:

- Are you aware of any reason why you cannot comply with the RCM Code of Ethics? yes no
- Have you ever been convicted of fraud or misappropriation of funds or property? yes no
- Have you ever been the subject of a fidelity bonding claim? yes no
- Have you ever been the subject of a disciplinary action by a professional organization? yes no
- Have you ever engaged in the distribution or sale of controlled substances? yes no
- Do you have any criminal convictions other than traffic violations? yes no

Please evaluate and rank your own skills as you perceive them to be now:

- Knowledge of cooperative principles Excellent Good Fair Poor
- Math, bookkeeping skills Excellent Good Fair Poor
- Maintenance and construction knowledge Excellent Good Fair Poor
- Technology and computer skills Excellent Good Fair Poor
- Office management skills Excellent Good Fair Poor
- Ability to lead other people Excellent Good Fair Poor
- Ability to solve problems Excellent Good Fair Poor
- Verbal communication skills Excellent Good Fair Poor
- Written communication skills Excellent Good Fair Poor
- General work habits Excellent Good Fair Poor

Please describe the professional advantages you expect for yourself as a Registered Cooperative Manager:

I hereby wish to make application to the Board of Governors to be placed on the national registry as an applicant for the designation of Registered Cooperative Manager.

Signature: _____ **Date:** ____/____/____