

**CERTIFIED APARTMENT
MANAGER**

Presented by



Partnering
With



Why Become a Certified Apartment Manager?

Increased Knowledge

Increased Professionalism

Promotions

**Increased Value as an
Employee**

**Better Understanding of
the Industry**

National Recognition

Certified Apartment Manager

The Certified Apartment Manager (CAM®) course was developed by the National Apartment Association Education Institute to provide the highest standard of training for the on-site manager and clear the path for growth and recognition.

In class, you will gain a new understanding of the challenges you frequently face. At the same time, you will have a new opportunity to share your experiences as a multifamily industry professional with other dedicated peers, establishing valuable contacts for the future and increasing your own experience level.

This course is ideal for leasing professionals, assistant managers preparing for a promotion, new on-site managers or managers who want a comprehensive refresher course.

This program leaves students better prepared to succeed in the multihousing industry and gives them a stronger foundation for their businesses.

Take your career to the next level with this fantastic program.

Instructor:

Dr. Howard Campbell, Professor at Ball State University. This is a unique opportunity to hear one of the best industry experts in the country!

The CAM course includes over 55 hours of instruction in the following programs:

CAM A - Management of Residential Issues

This course covers: customer service, occupancy management, security, emergency management, operations technology and resident relations.

CAM B - Legal Responsibilities

This course covers: Equal Employment Opportunity (EEO), OSHA and hazardous materials, lease and evictions and vendor contracts.

CAM C - Human Resource Management

This course covers: employment law, employment practices, payroll administration, training and supervision and termination.

CAM D - Fair Housing

This course covers: Fair Housing laws, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices and government housing.

CAM E - Marketing

This course covers: introduction to marketing, conducting market research, promotional marketing, onsite marketing and the marketing plan.

CAM F - Property Maintenance for Managers

This course covers: team building, the onsite manager's role, exterior maintenance, interior maintenance, preventive maintenance and maintenance safety.

CAM G - Risk Management

This course covers: minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance.

CAM H - Financial Management

This course covers: investments, adding value to investments, financial statements, budgets and property valuation.

CAM I - Community Analysis

This course is a review of the elements required to complete a comprehensive market and management analysis report, the CAM Community Analysis. This analysis will be sent to a National Grader for review.

(Registration information on back)



Class Location: Indiana Apartment Association
Barrett Education Center • 9100 Keystone Crossing, Suite 725
Indianapolis, IN 46240 • 317-816-8900

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2012 Class Schedule

CAM A – Management for Residential Issues
Tuesday, February 7, 9:00am – 3:30pm

CAM B – Legal Responsibilities
Tuesday, February 14, 9:00am – 3:30pm

CAM C – Human Resource Management
Tuesday, February 21, 9:00am – 3:30pm

CAM D – Fair Housing
Tuesday, March 13, 9:00am – 3:30pm

CAM E – Marketing
Tuesday, March 20, 9:00am – 3:30pm

CAM F – Property Maintenance for Managers
Tuesday, March 27, 9:00am – 3:30pm

CAM G – Risk Management
Tuesday, April 10, 9:00am – 3:30pm

CAM H – Financial Management
Tuesday, April 17, 9:00am – 3:30pm

CAM I – Community Analysis
Tuesday, April 24, 9:00am – 3:30pm

CAM Exam: Tuesday, May 15, 9:00am – 11am

To qualify for designation, the Community Analysis must be turned in on or before June 30, 2012.

- **Classes need not be taken in order.**
- **Must have one year of management experience.**
- **Students have two years to complete the CAM program.**

Full Program Fee: CAM Special!
\$1150 Member/\$1800 Non-Member. Must sign up for all of the classes at one time to receive this special rate.

OR: Fee Per Class: \$169 Member/\$250 Non-Member

CAM 2012 Registration Form

Please register me for the following: Full Program A B C D E F G H I

NAME _____

COMMUNITY _____

COMPANY _____

ADDRESS _____ CITY _____ ZIP _____

EMAIL _____

AUTHORIZED BY _____

(SIGNATURE)

(PRINT NAME) *Note that Management company is responsible for all unpaid charges*

Payment: Check Enclosed Bill Community VISA/MasterCard/AMEX Bill Mgmt. Co.

Name on Card _____ Zip _____

Card# _____ Expires _____

TO REGISTER BY MAIL
Indiana Apartment Association
9100 Keystone Crossing, Ste. 725
Indianapolis, IN 46240

TO REGISTER BY FAX
(317) 816-8911

TO REGISTER ON OUR WEBSITE
www.iaaonline.net

