



# Certificate Program Candidate Handbook

National Apartment Association Education Institute



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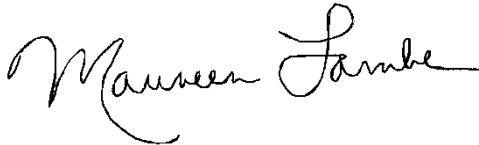
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## Letter from the Executive Vice President

Dear Credential Candidate,

On behalf of the National Apartment Association Education Institute (NAAEI) Board, I congratulate you for taking the initiative in working to earn a nationally recognized credential. This is an important step in demonstrating that you have the knowledge and skills shown to be important on the job in high-performance apartment management organizations.

I commend you for your commitment to the professionalism of the apartment industry and your professional commitment to life-long learning. I wish you much success throughout your apartment industry career.



Maureen Lambe, CAE, NAAEI Executive Vice President

### About NAAEI

The NAA Education Institute is the education arm of the National Apartment Association (NAA). The mission of the NAA Education Institute is to provide broad-based education, professional development experiences and training to attract and retain high-quality individuals in our profession. NAAEI's professional credentials have long been recognized as a respected mark of excellence throughout our industry. Each course and credential program has been tailored to meet the ever-changing needs of today's multifamily housing professionals.

### Learning about Credential Programs

NAAEI plays a key role in providing continuing education for multifamily housing professionals. Programs include both specialized courses and structured curricula designed to result in industry credentials. NAAEI credential holders earn a nationally recognized credential that assures employers that they have mastered core competencies.

### Diversity and Inclusion

NAAEI embraces diversity and values the creation of opportunities for everyone. NAAEI does not discriminate among applicants on the basis of age, gender, race, ethnicity, religion, national origin, disability, sexual orientation, or marital status.

### The Credential Programs

Credential programs build proficiency and support professionalism in specific areas of apartment housing management. Each credential program consists of a training course taken online or in a classroom AND an examination.

All of our training courses undergo annual review so the material remains accurate and timely. NAA's affiliated Apartment Associations are equipped to deliver these courses locally. Credentials are earned after completing the coursework, meeting the experience requirements and passing the exam.

The following credentials are offered by NAAEI:

National Apartment Leasing Professional (NALP)  
Certified Apartment Manager (CAM)  
Certificate for Apartment Maintenance Technicians (CAMT)  
Certified Apartment Portfolio Supervisor (CAPS)  
Certified Apartment Supplier (CAS)  
Independent Rental Owner Professional (IROP)

### **Micro-credentials**

Micro-credentials provide an opportunity to deepen knowledge, enhance skills, and differentiate yourself from the crowd by adding specialties to your previously earned credentials. Each micro-credential features a two-hour training course and exam.

For CAM credential holders: Student Housing

For CAMT certificate holders: CAMT + E (energy efficiency) and CAMT+ L (leadership)

## Credential Program Overviews

	<b>NALP</b>	<b>CAM</b>	<b>CAPS</b>	<b>CAS</b>	<b>CAMT</b>	<b>IROP</b>
<b>Candidacy Period</b>	6 months	6 months	6 months	6 months	6 months	6 months
<b>Extension Period</b>	2 extensions 6 months each	2 extensions 6 months each	2 extensions 6 months each	2 extensions 6 months each	2 extensions 6 months each	2 extensions 6 months each
<b>Extension fee</b>	\$75	\$75	\$75	\$75	\$75	\$75
<b>Industry Experience Requirement</b>	6 months Individuals without this experience may earn Provisional certificate.	12 months	24 months as Multi-site Supervisor OR CAM +24 months as Apartment Manager	Must be a Supplier	12 months Individuals without this experience may earn Provisional certificate.	N/A
<b>Number of Exam Items</b>	100	185	160	100	100	65
<b>Time Allotted for Exam</b>	1 hour 30 minutes	4 hours	4 hours	2 hours	2 hours 30 minutes	1 hour 30 minutes
<b>Exam Retake Fee (for failed exams)</b>	\$50	\$100	\$100	\$60	\$55	\$60
<b>Credential Term of Validity</b>	1 year	1 year	1 year	1 year	Lifetime	Lifetime
<b>Credential Renewal Fee</b>	\$50.00	\$100.00	\$100.00	\$100.00	n/a	n/a
<b>Continuing Education Credits (CECs) Required for Renewal</b>	3 CECs	6 CECs	6 CECs	3 CECs	n/a	n/a
<b>Credential Reinstatement Fee (within the grace period of 90 days)</b>	\$50.00	\$50.00	\$50.00	\$50.00	n/a	n/a
<b>Maintaining Apartment Institute for Maintenance Excellence (AIME) Membership</b>	n/a	n/a	n/a	n/a	3 hours of approved NAAEI maintenance training + renewal fee for AIME	n/a

## Credential Training Course Requirements

<b>NALP</b>	<b>CAM</b>	<b>CAPS</b>	<b>CAS</b>	<b>CAMT</b>	<b>IROP</b>
Bringing in New Residents: Be Prepared (3 hours)	Industry Essentials (1 hour 50 minutes)	Client Services and Stakeholder Relations (6 hours)	<b>Optional</b> Industry Essentials (1 hour 50 minutes)	Electrical Maintenance and Repair (16 hours 15 minutes)	Budgets & Financial Management  Taxes
Marketing and Maintaining Your Community (2.5 hours)	Financial Management (6.5 hours)	Investment Management (5 hours)	<b>Required</b> Financial Management (6.5 hours)	Plumbing Maintenance and Repair (16 hours)	Risk Management & Protecting the Asset
Why Your Competition Matters (2.5 hours)	Marketing (6.5 hours)	Improving Asset Performance (4 hours)	<b>Required</b> Risk Management (5 hours)	Heating, Ventilation, and Air Conditioning Maintenance and Repair (Heating: 8 hours 30 minutes; Air Conditioning: 15 hours)	Employment Practices  Property Maintenance  Marketing & Rental Rate Establishment
Relevant Laws and How to Apply Them (3 hours, 45 mins)	Property Maintenance (6 hours)	Asset Evaluation and Preservation (5 hours)	<b>Required</b> Legal Responsibilities (4 hours)	Appliance Maintenance and Repair (15 hours)	Lease & Addenda
The Sales Process and Building Relationships (3 hours)	Legal Responsibilities (4 hours)	Talent Development (4 hours)	<b>Required</b> Resident Experience (2.5 hours)	Interior and Exterior Maintenance and Repair (6 hours 40 minutes)	Rent Collection, Security Deposit Management, Evictions
Effectively Meeting the Needs of Current Residents (3 hours)	Risk Management (5 hours)	Contemporary Issues in Multifamily Housing (2 hours)	<b>Required</b> Supplier Success (8 hours)	Online Training: A Day in the Life of a Maintenance Technician (2 hours 21 minutes)	Rental Unit & Common Area Preparation
Market Survey (2 hours)	Human Resources (7 hours)				Renting to Prospects
	Resident Experience (2.5 hours)				Resident Retention & Renewals

## **Enrolling with NAAEI for a Credential Program**

All candidates wishing to earn an NAAEI credential must enroll online with NAAEI in order to receive an NAA ID and become a candidate in a credential program. Whether registering for a credential training course with your local apartment association or taking the course online through [GowithVisto.org](http://GowithVisto.org), you **must** also enroll with NAAEI. Without an NAAEI ID you will NOT be able to gain access to program examinations. You can enroll on the NAA website [here](#). You will use your NAA ID throughout the credentialing process, as well as afterwards for renewal purposes, and it is necessary in order to schedule your examination.

During the enrollment process you will be asked to identify your course sponsor. If you are registered for the classroom version of the training, be sure to select your local apartment association from the dropdown menu of course sponsors in order to confirm your registration with them. Once you do this, your local association will be sent confirmation of your enrollment. If you are taking an online course, please select “online” from the dropdown menu.

Your unique e-mail address and your password will serve as your entryway to your online dashboard with NAAEI. Preserve that information for future use. Your online dashboard gives you access to such information as renewal dates, necessary fees, CEC submission, etc.

An enrollment tutorial is available on the NAA website [here](#).

Upon completion of enrollment and payment of all necessary fees, candidates for all programs will receive a receipt by email showing a balance of \$0.00. Please note: this receipt does not confirm purchase of course materials, only credential enrollment.

## **Candidacy Period and Extensions**

Once you have enrolled with NAAEI, you become a candidate for a chosen credentialing program. Each candidacy period is six (6) months. Within this time period all requirements of the credentialing program must be met and the credential must be obtained. If for any reason (failure to submit necessary documentation, failure to take or to pass the exam, failure to complete the training course, etc.), you have not obtained your credential within the six-month candidacy period, your enrollment will expire.

A candidate who is unable to complete the credential program requirements within the candidacy period of six months may extend this period by an additional six months for a fee of \$75 per expired candidacy period. An extension request may be granted within two years from the date of candidacy expiration.

Candidates are limited to a maximum of two extensions. If the candidate is unable to complete the program after two years or two extensions, whichever comes first, he or she must retake the entire credential program.

## **Examination Process**

All candidates must use their NAAEI ID and exam eligibility code to schedule their examination through the Scantron exam scheduling website. Scantron is NAAEI's partner in administering and scoring examinations.



All NAAEI examinations are proctored. Candidates may take their exams either online utilizing live online proctoring (LOP) or onsite at their local apartment association. Choosing to take an examination online via LOP gives candidates the opportunity to schedule exams at a convenient time. It also allows candidates to take their online exam from their home or any quiet and distraction-free location while Scantron's online proctors monitor their behavior throughout the examination session. In addition to active monitoring by proctors, all candidates' computer systems and screens are recorded for review purposes. This monitoring also includes audio and video of the candidate, video of the computer screen and activity on the computer before and during the exam. To use LOP, candidates must have computers with webcam and audio capabilities. Visit the Scantron [website](#) for more detailed information about live online proctoring.

If exam is taken onsite at a local apartment association, it will still be taken online but the proctoring will be conducted by a certified the association's staff.

### **Scheduling Your Exam**

To schedule an examination, candidates must have their NAAEI ID AND an exam eligibility code issued by NAAEI. Candidates who have completed their training course in a classroom will receive an exam eligibility code from their course sponsor. Online candidates will receive their eligibility codes from NAAEI once a copy of the candidate's completion transcript is received.

Whether testing at the local association or through LOP, exams are scheduled through Scantron's scheduling system: <https://www.castleworldwide.com/naaei>

For your convenience, NAAEI has prepared detailed instructions for scheduling and taking the exam. These instructions can be found [here](#).

### **Taking Your Exam**

Candidates taking the exam in person at a local association should arrive at least 30 minutes before the scheduled exam time. Candidates testing via LOP should log into the exam site at least 15 minutes before the scheduled exam time. If you are late for your exam appointment, you may have to test later or reschedule.

You must bring a valid photo ID with signature. Note the following restrictions:

#### Acceptable

- \* Valid driver's license
- \* Valid passport
- \* Government-issued identification
- \* School ID with a photo

#### Not Acceptable

- \* Gym membership card
- \* Warehouse membership card
- \* Any identification with signature only
- \* Credit card

If you are taking the exam at a local association's office, you will receive scratch paper and a pencil to use while you are taking the exam. Exam proctors will collect the scratch paper and pencil when you are finished taking the exam. No exam materials may be taken from the testing location. LOP candidates may bring two blank pieces of paper and a pencil to use during the exam. However, an on the screen calculator will also be available.



### **Do NOT bring to the exam:**

- Books or reference materials
- Food and drink
- Advanced calculators (You MAY bring a basic calculator.)
- Weapons/personal defense items
- Cell phones or pagers
- Other electronic devices

### **Practice Exams**

Practice tests are available at [www.naahq.org/education-careers/online-learning/about-the-online-exams](http://www.naahq.org/education-careers/online-learning/about-the-online-exams) for the CAM, CAPS, CAMT and NALP programs. The practice tests will familiarize participants with the testing format as well as the types of questions that are included in the credential exams. They are not meant to be used as study guides for the exams.

### **Requesting Special Accommodations**

NAAEI wishes to ensure that individuals with disabilities are not deprived of the opportunity to participate in the exams solely because of a disability. NAAEI complies with the Americans with Disabilities Act of 1990 (ADA) and Title VII of the Civil Rights Act, as amended, in accommodating candidates with documented disabilities who need special arrangements to take an exam.

Reasonable accommodations depend on the nature and severity of the documented disability. An accommodation will not be granted if it is not deemed reasonable and other suitable techniques are available.

To arrange for an exam accommodation, you must submit an acceptable request to the Director of Credentialing of NAAEI as soon as possible or within thirty (30) days before your preferred date of the exam. Please use the Request for Accommodation Form at the back of this book. It is also available online [here](#).

The request must include your name, address, and NAA ID; the name of the exam, the approximate date on which you wish to take the exam, the location at which you wish to take the exam (if you are requesting to take it in person); and a description of the accommodations you request. The request also must include supporting documentation from a physician's or other qualified professional reflecting a diagnosis of your disability and an explanation of the necessary accommodation(s). The supporting documentation must be on a physician or other professional's letterhead, specify the professional's credentials and be signed by the professional.

NAAEI will provide reasonable accommodations, auxiliary aids and services, except where such may fundamentally alter the exam or purpose and determination of pass/fail status. Exam accommodations typically include:

- Extended time to complete the exam (time and a half to double time);
- Permission to use the candidate's adapting equipment, such as a magnifier;
- An exam reader or a scribe; and
- Another accommodation recommended by the professional documenting the disability the NAAEI considers reasonable.

Due to the unique nature of each accommodation request, NAAEI recommends that candidates request accommodations as early as possible. The exam will be scheduled after NAAEI has received and reviewed all required information.

### **Candidate Agreement**

Before you begin all NAAEI exams, you will be asked to read and indicate your acceptance of an agreement similar to the following:

*I agree* that NAAEI may verify to others that I have earned one of the NAAEI credentials. I authorize NAAEI to make such verification, and I release NAAEI from any liability associated with such disclosure.

This exam and the questions contained in it are the exclusive property of NAAEI and are protected by copyright law. No part of this exam may be copied or reproduced in part by any means whatsoever. I understand that I may not discuss or disclose the contents of the exam orally, in writing, or by any other means.

I understand that during this exam, I may NOT communicate with other exam participants, refer to any materials, receive any information or help from anyone other than the proctor. Such activities may cause my exam to be discontinued, invalidate my exam results, or lead to other appropriate action. In such event, I understand that the exam fee will not be refunded due to costs incurred by NAAEI.

All property rights to the NAAEI exams, including copyright, are held by the NAAEI.

By selecting "I agree" below, I acknowledge that I have read and understood this agreement. I understand that failure to comply with the requirements outlined in this agreement can cause my participation to be terminated, my exam results to be invalidated, or other appropriate action to be taken. I confirm that I have provided all accurate and up to date information.

### **Exam Results and Scoring**

Upon completion of your exam, you will receive your results immediately. If you pass your exam and have completed all other credential program requirements, you will receive an e-mailed invitation to obtain your digital badge within one week. You may also print your certificate and wallet card from the BadgeCert site.

Please note that if you have any outstanding course requirements, your certificate and digital badge WILL NOT be issued until the completion of those requirements.

If you do not pass the exam, you will receive your score report in addition to a profile of your performance based on major content areas of the exam. If you would like to retake the exam, contact your sponsoring association or NAAEI directly for an exam retake eligibility code.

Your scores **will be shared** with your local apartment association or other sponsoring organization via a grade report sent from NAAEI.

If you experience a technical difficulty while taking your exam and it results in a failing grade, Scantron may review the nature of the difficulties, and subsequently, the exam retake fee may be waived.

The passing scores of all exams are set at a level that represents the minimum knowledge and skills a candidate must demonstrate to be awarded the credential. Passing scores are set through vigorous statistical processes that involve industry experts, psychometricians, and NAAEI staff.

For the CAM and CAPS exams, scaled scores are presented to candidates. For detailed information about CAM and CAPS exam scaled scoring, please visit this [link](#) on the NAA website.

## **Exam Content**

All examination content is created by subject matter experts (SMEs) who are highly familiar with the work of the individuals who earn NAAEI credentials. These experts are a diverse group of professionals with a variety of work experiences within the apartment industry. Exam content is determined through analysis of the critical tasks required in the jobs of credential holders, as well as the knowledge and skills necessary for demonstrating an understanding of the course content.

In addition, NAAEI utilizes professional test developers and psychometricians from Scantron. These individuals are trained in scientific exam development procedures and work with our SMEs to ensure that the exams are professionally compiled, measure all necessary knowledge, and are statistically sound. Reviews of the examination content are completed on a regular basis to ensure that it remains accurate and current, and are done in consultation with industry experts, psychometricians and NAAEI staff.

Visit the [About the Online Exams](#) page of the NAA website for more detailed explanations of the content of each credential exam.

## **Interpreting Score Reports**

NAAEI programs are designed to prepare candidates for competent performance in their jobs. All training courses are based on Skill Standards which contain critical work functions, key activities and performance indicators that serve as a measure of performance on the job.

Examination content is based on the training courses and relevant Skill Standards. Examination outlines (otherwise known as exam specifications) include all the major areas of expertise determined as necessary by skill standards plus a percentage allocation of questions from every area of expertise on the exam. Examinations provide a measure of training content mastery, whereas the skill standards provide a tool for performance measurement on the job.

Score reports use examination content outlines to provide detailed feedback on examination performance. For more information on interpreting your score report and to view the examination content outlines for the credential exams, visit the [Candidate Resources](#) page of the NAA website.

## Challenging Exam Content

Following completion of the exam, candidates may submit in writing comments on any question(s) they believe contain errors in content. NAAEI will review the challenges and you will be notified of the findings.

## General Comments, Questions and Inquiries about Specific Questions

If you have comments or questions concerning your exam, direct your comments in writing to [education@naahq.org](mailto:education@naahq.org) within 30 days of your test date. NAAEI does not respond to complaints received more than 30 days following your test date. All comments must be sent to the email address listed above. In your correspondence, include your contact information, test date, as well as your specific concerns. If your concern is related to an exam question(s), NAAEI will review the question and you will be notified of the findings. You may also use a credential feedback form that can be found on the NAA website [here](#).

Due to exam security needs, NAAEI will not release exam questions or answers to candidates. Please note that regardless of the nature of your concern, the exam outcome will NOT be changed.

## Privacy Policy

Personal information for all credential holders is kept confidential. If you need to speak with an NAAEI representative over the phone, please note that you will have to verify two pieces of information regarding your account. This information may be identified as one of the following: e-mail address, home address, work address, home phone number, or work phone number. NAAEI representatives will not issue candidates' IDs or grades to anyone who cannot verify information on their account. NAAEI will use discretion when sharing information with sponsoring organizations.

## Tips for Success

Please note that it is NAAEI's policy that examination questions are NOT intended to trick a candidate. Read each question carefully. Review all of the possible answer choices. Determine whether the question is asking for BEST or ONLY answer. Picture what would be true or the proper thing to do *in a real-life setting*. Then make your answer choice.

- Don't try to second-guess what the question writers want by thinking, "What do they want me to do?" You will have more success if you think, "What is the best approach for this situation?"
- Pace yourself by checking the time and your progress periodically. The time allotted for the exams is meant to allow everyone ample time to finish. Be sure that you are spending a reasonable amount of time on each question to avoid wasting the time that is set aside for your exam.

## Retaking an Exam and Relevant Fees

If you do not pass the exam, you may retake it any time within your candidacy period, and as many times as you wish. The retake exam fees are listed in the table on page 2. In order to schedule an exam retake, you will need a new exam eligibility code, available from your course sponsor or NAAEI.

## **Credential Status**

Upon completion of all credential requirements, credential holders receive an email invitation to claim a digital badge. Please note that with the exception of the certificate earned through CAMT, all NAAEI credentials renew annually. Therefore, certificates, wallet cards, and digital badges are valid for one year.

A digital badge is a visual indicator of your achievement and will enable you to share your accomplishment through social media, email, websites and digital resumes. The digital badge may be placed next to your name on your resume, or in the signature line of your email. It features the badge's issuing organization, the type of credential earned, its expiration date, and the knowledge and skills it confirms.

Candidates who have successfully completed all requirements for a credential will receive an email from [certs@naahq.org](mailto:certs@naahq.org) with a link to obtain the digital badge. This link also may be used to view, save or print a PDF of the credential holder's certificate and wallet card.

Additionally, the credential holder's name is added to an [online directory](#) on the NAA website. The credential holder and other invested parties may access this directory to determine the validity of a credential. Credential holders also may log in to their account profile or contact NAAEI staff via phone and e-mail to determine the remaining period of validity for their credential.

For questions or concerns regarding digital badges, please contact Elizabeth Zolotukhina by email or phone at [ezolotukhina@naahq.org](mailto:ezolotukhina@naahq.org) or (703) 797-0605.

## **Provisional Certificates**

Individuals who have not met the required experience requirement for CAMT and NALP may still apply for CAMT or NALP credential. If they complete the training course and pass the exam, they will obtain a provisional certificate. A full certificate will be issued once the experience requirement has been met.

## **Apartment Institute for Maintenance Excellence (AIME)**

CAMT certificate holders are not required to submit a yearly renewal fee or report Continuing Education Credits (CECs). Instead, all CAMT certificate holders are granted a one-year membership in the Apartment Institute for Maintenance Excellence (AIME). As a member, you will be acknowledged as a leader in your field and can prove that you are tuned in to the most up-to-date information available.

Retaining your membership in AIME beyond the first year is both optional and simple. NAAEI annually develops three hours of topical maintenance and other training that will keep your skills up-to-date and will demonstrate to your employer or future employer your commitment to Apartment Maintenance Excellence. To be an AIME member in good standing, CAMT certificate holders must complete three hours of continuing education and pay dues each year to continue their membership.

## **NALP, CAM, CAPS and CAS Credential Renewal Requirements**

Each NAAEI credential must be renewed annually.

In order to renew a credential, a credential holder needs to:

- Log into their dashboard on NAAEI website and initiate an online application
- Submit documentation of all necessary CECs by uploading it through the dashboard
- Pay the renewal fees as indicated on the invoice

Note that CECs will be accepted through dashboard submission or by e-mail or fax. Mailed submissions will not be reviewed.

### **Rules of Submission for CECs**

All CECs required for the renewal period should be earned during the certification term plus the grace period following it: a total of 15 months from the day you obtained your credential or the date of a previous renewal.

One contact hour or 50 minutes of education programming or instruction (breaks and meals excluded) is equivalent to one CEC.

Individuals who hold multiple NAAEI credentials may use the same CECs for renewal of all credentials. The total number of CECs that you must report is indicated on your invoice, as well as listed in the table on page 2.

### **CECs Earned from NAA, NAAEI and NAA Affiliate Programs and Activities**

A minimum of one half of your required CECs per renewal period must be attained by participating in NAA, NAAEI or NAA affiliate courses, seminars, programs or activities.

- You may earn one CEC per contact hour (50 minutes of education programming) by attending NAA, NAAEI or NAA affiliate courses, seminars, workshops or conference sessions.
- You may earn one CEC per hour of instruction and a maximum of three CECs for volunteering to instruct NAA, NAAEI or NAA affiliate courses, seminars or programs without compensation. CAMT teaching assistants are considered volunteer instructors.
- You may earn one CEC per year and a maximum of three CECs for serving on or chairing NAA, NAAEI or NAA affiliate boards or committees.
- If there is no NAA affiliate in your area or your affiliate does not offer programming that will satisfy the required CECs, additional CECs may be earned from NAAEI online programs at [www.gowithvisto.org](http://www.gowithvisto.org).

### **CECs Earned from Non-NAA or Non-NAA Affiliate Programs and Activities**

The other half of your required CECs may be obtained by participating in the following programs or activities.

- You may earn one CEC per contact hour (50 minutes of education programming) by attending education programs sponsored by other housing organizations: IREM, NAHB, NAHMA, NAHRO or professional associations such as: American

Management Association, Society for Human Resource Management, Association for Talent Development, etc.

- You may earn one CEC per contact hour (50 minutes of education programming) by attending courses, seminars, self-study programs and workshops that have been approved for credit by your state real estate board or commission.
- You may earn one CEC per contact hour (50 minutes of education programming) by attending courses offered by accredited career and technical schools, community colleges and universities.
- You may earn one CEC per year and a maximum of three CECs by serving on local, state and national boards, commissions, task forces and committees related to the housing industry or which help to enhance the image of the apartment industry (e.g. fair housing commission, senior housing commission, Chamber of Commerce, Better Business Bureau, etc.)
- You may earn one CEC per hour of instruction and a maximum of three CECs for volunteering to instruct apartment industry related courses, seminars or programs without compensation.
- You may earn one CEC per two hours of research and writing and a maximum of three CECs for writing original articles without compensation that are published in apartment industry publications. Articles must be published during the renewal period.

### **Renewal and Reinstatement Policies and Fees**

Invoices for renewal fees are e-mailed to credential holders annually in October to all credential holders who originally received their credentials before October 31, 2014. Individuals who received their credentials after November 1, 2014, will receive an invoice each year on the anniversary date of their credential completion.

Credential renewal payments are due upon receipt. There is a grace period of three months following the expiration date, when the invoice may still be paid without penalty. Reminder e-mails will be sent to credential holders monthly for up to three months following the expiration date of the credential.

If renewal fees are unpaid after three months, a second invoice will be e-mailed and a **\$50 reinstatement** fee will be added to be paid along with the credential renewal fee. The status of your credential will be changed to SUSPENDED during this time.

If ALL due renewal and reinstatement fees are not received by the fifth anniversary of the certification date, the credential status will be changed to EXPIRED. Once that happens, the only way to obtain a reinstatement is to meet all requirements of the program again.

Please note: Obtaining and NAAEI is a huge investment of time, efforts and money on your part. Do not lose your valuable certification and protect your investment by timely renewal.



## **Refunds**

If you took your training through an apartment association, the refund policy on the training courses is determined by the course sponsor. For online courses provided by [gowithvisto.org](http://gowithvisto.org), you may request a refund and a cancellation of your online credential course within seven (7) days from the date of payment. Your refund will be the purchase price less a \$75 administrative fee.

Please note that examination fees, renewal fees and reinstatement fees **ARE NOT** refundable.

## **Invalidation of a Certificate**

If NAAEI receives a complaint in writing that a credential holder did not meet all of the requirements of a credential by falsifying apartment industry experience or not completing the credential curriculum, NAAEI will refer this complaint to the Chair of the NAAEI Curriculum Development Committee (CDC) for further investigation. This investigation may result in the invalidation of the certificate.

## **Certificate Use**

Individuals who have earned an NAAEI credential may use the appropriate title and credential acronym after their names. The title and certificate may not be used to imply that a company or firm has been awarded this credential. Use of the title and credential by individuals who have not been awarded the credential or who have not maintained the credential is expressly prohibited.

## **Name and Address Changes**

You may update your contact information by visiting our Web site at: [www.naahq.org/renew](http://www.naahq.org/renew) and logging into your dashboard.

## **NAAEI Credential Holder Logo Usage**

All NAAEI credential holders, with a valid and current certificate are permitted to use the appropriate credential logo for their own professional use on stationery, business cards and letter head.

Credential holders are also permitted to use the acronym that is associated with the completed program following their name on any document, presentation or Web site.

This acronym or acronyms may be used to signify the professional certificate.

The following applies to all programs:

The words spelling out the credential obtained (such as Certified Apartment Manager) may also be used to describe the credential holder's professional achievement on a resume or to provide necessary work experience to an employer. Either way, the use of the acronym is the preferred professional usage.

Any program logo must appear in the lower right-hand corner for printed pages and the lower left-hand corner for business cards. The logo's color must always be used in the following formulas or in black and white. No other colors or shadings are acceptable.



CMYK 50/0/100/0  
RGB 141/198/63

CMYK 64/56/53/28  
RGB 88/89/91

CMYK 100/55/0/1  
RGB 0/107/182



CMYK 0/100/70/0  
RGB 236/0/68

CMYK 64/56/53/28  
RGB 88/89/91



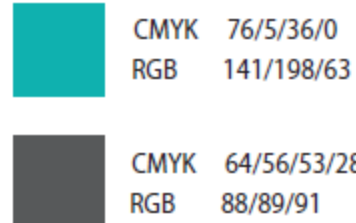
CMYK 81/12/1/0  
RGB 0/168/226

CMYK 64/56/53/28  
RGB 88/89/91



CMYK 0/30/95/0  
RGB 255/184/29

CMYK 64/56/53/28  
RGB 88/89/91



### Questions

If you have any questions, please contact NAAEI:

4300 Wilson Blvd, Suite 400  
Arlington, VA 22203  
Phone: 703/518-6141  
Fax: 703/248-8370  
[www.naahq.org](http://www.naahq.org)



## REQUEST FOR ACCOMMODATION FORM

This request must be received by NAAEI thirty (30) days before your requested exam date.

Name	
Street Address	
City, State, Zip	
E-mail Address	
Telephone	
Fax	
NAA ID	

Requested Test Date and Time: \_\_\_\_\_

Requested Test Location or Affiliate: \_\_\_\_\_

Please select the requested accommodation from the list below. Use additional paper to describe your requested accommodation, if necessary.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Separate Room<br><input type="checkbox"/> Un-timed Breaks<br><input type="checkbox"/> Double Time<br><input type="checkbox"/> 50 % Additional Time | <input type="checkbox"/> Sign Language Interpreter<br><input type="checkbox"/> Logistical Provisions<br><input type="checkbox"/> Reader Required<br><input type="checkbox"/> Screen Magnifier | <input type="checkbox"/> Other _____<br>_____ |
|---|---|---|

Please list the supporting documentation that is attached. This documentation must be from a physician or other qualified professional reflecting a diagnosis of the candidate's disability and an explanation of the accommodation(s). The supporting documentation must be on the physician's or other professional's letterhead, specify the professional's credentials and be signed by the professional.

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Please return completed forms to:

ATTN: Director of Credentialing and  
 Professional Development Programs  
 4300 Wilson Blvd, Suite 800  
 Arlington, VA 22203  
 E-mail: <mailto:tbriskin@naahq.org>



## FREQUENTLY ASKED QUESTIONS

### **Are the questions on the exam going to be random?**

Yes, all questions will be randomized.

### **Is there a running clock/timer on the screen?**

Yes.

### **How many questions are on each exam and how long are they timed?**

CAMT: 100 questions; timed for 2 hours and 30 minutes

NALP: 100 questions; timed for 1 hour 30 minutes

CAS: 100 questions; timed for 2 hours

CAM: 185 questions, 4 hours

CAPS: 160 questions, 4 hours

IROP: 65 questions; timed for 1 hour 30 minutes

### **Can students take the test at home?**

Students may take the test anywhere with access to an Internet connection, including at home. You will have technical assistance from Scantron throughout the entire process.

### **Are the exams proctored?**

Yes, all the exams are virtually proctored. Your local apartment association also reserves the right to proctor the exams. Otherwise, candidates will take the exam at home on a personal computer.

### **What is the fee for the Candidate Handbook?**

The Candidate Handbook is available on the NAA website and can be downloaded for free.

### **Are the sample test questions real?**

Practice test questions are not the ones you will encounter on the exam, but they are similar in difficulty and length. Practice exams are available at <https://www.naahq.org/education-careers/online-learning/about-the-online-exams> for the CAM, CAMT and NALP programs. NAAEI also has made "Skill Checks" from each curriculum available as a study guide for students. This material is free of charge and downloadable from the [NAAEI Candidate Resources](#) page by clicking on the credential that you are planning to earn; the skill checks are listed under each credential. *You must be logged in to the NAA website to access this information.*

### **When will I get my results?**

You will get your results immediately after taking the exam.

### **When will my local association be notified that I have passed an exam?**

Your local association will receive your pass/fail status on a report that is sent to them by NAAEI on a weekly basis.

**How many times can I take the test?**

Candidates may sit for the test as many times as they want within their candidacy period until they pass the exam.

**What if I require special accommodations when taking a certificate exam?**

Please use the attached Request for Accommodations form.

**Whom do I contact if I have technical questions related to the Scantron Testing System?**

For technical problems related to the Scantron testing platform, please contact Scantron directly at 919/572-6880 during their normal business hours, 8:30 a.m. - 5:30 p.m. ET, Monday – Friday.

**Whom do I contact if I have questions related to the administration of the exam?**

Please contact Tina Briskin at [703-797-0608](tel:703-797-0608) or [tbriskin@naahq.org](mailto:tbriskin@naahq.org)

**Have more questions?** Contact the [NAAEI Staff](#) directly at 703/518-6141 or toll free at 833/86-MYNAA.



## NAAEI Credential Program Feedback

I am providing feedback on the following Credential (Circle One):



- |   |   |
|---|---|
| <input type="checkbox"/> NAAEI Credential Candidate                 | <input type="checkbox"/> NAAEI Credential Holder    |
| <input type="checkbox"/> Instructor                                 | <input type="checkbox"/> Property Manager           |
| <input type="checkbox"/> Corporate Property Management Professional | <input type="checkbox"/> Independent Rental Owner   |
| <input type="checkbox"/> Maintenance Technician                     | <input type="checkbox"/> Other On-Site Professional |
| <input type="checkbox"/> NAA Affiliate Staff                        | <input type="checkbox"/> Other (Please Specify)     |

Please describe your interest in the NAAEI Credential program(s):

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Please provide NAAEI with your feedback on the NAAEI Credential program(s):

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