

Instructor Tip Sheet – CAMT

Thank you for serving as an Instructor for the Certified Apartment Maintenance Technician (CAMT) program. As an instructor, you will be provided with the materials you need to successfully guide participants through this course. The following information will assist you with classroom instruction and preparing your participants for the exam.

Preparation for Instruction

- Once the training dates and location have been set, obtain confirmation from the affiliate association of what equipment will be available, the number of registrants, room set-up, and start and end times for each session. You will need a laptop plus a projector and screen to show the PowerPoints and videos.

- To prepare for the course, make sure you have all of the course materials, including the most recent edition of the Instructor Guides, a sample Participant Guide, and the flash drive containing the PowerPoint slides and videos (videos are embedded in PowerPoint slides on flash drive). Here are some suggestions regarding preparation:
 - Review the PowerPoint slides ahead of time.
 - Take the time to create additional handouts and learning tools related to equipment and situations that your students will encounter.
 - Assemble any parts, items or components that are to be used during class. Suggested parts and activities can be found in the Appendix to each course Instructor Guide titled “Suggested Training Kit for this Course.”

- The materials for this course include:
 - Participant Guide for each participant and one for the Instructor
 - Instructor Guide for the Instructor for each module
 - USB Flash Drive containing PowerPoint slides
 - Sign-in form (to be turned in to the affiliate office at the end of each class)

- The equipment needed in the training room includes:
 - Flipchart or whiteboard with stand and markers
 - Computer with LCD to project PowerPoint slides
 - Screen or clear, light-colored wall
 - Microphone or sound system (if necessary)

- Each CAMT course requires a training kit of tools, parts and demonstration equipment related to the subject. Arrive at the training site at least one hour before class begins to make sure you have the equipment ready.
- The Instructor Guide for the course matches the content of the Participant Guide and also includes additional information to facilitate learning. The Instructor Guide includes the estimated time for each section of the course, slide icons to indicate which PowerPoint slide to show at what point in the course, and instructor notes.
- The Participant Guide includes the course content plus Skill Checks for each module. Skill Checks help participants review the material and provide study materials for the exam. Encourage participants to use the Skill Checks for self-study and to check for correct answers by downloading the Skill Checks answer keys from the NAAEI website at <http://www.naahq.org/learn/education/candidate-resources>.
- The Participant Guide also includes FranklinCovey Insights on Demand Activities for participants to complete during the courses where indicated in the guide. Some additional FranklinCovey activities are optional.
- To run the PowerPoint slides:
 - Plug the USB flash drive into any USB port on the computer.
 - You'll see a folder for each course with a PPTVIEW file within it.
 - Double-click the PPTVIEW file to open it in PowerPoint.
 - Choose to "run the slide show from the beginning" (most PowerPoint versions have a Slide Show menu) to run the slide show. You'll see a title slide displaying.
- All videos play from within the PowerPoints. Look for a Watch Video button on your screen whenever there is a video. Click that button during the slide show and the video will play. When running the PowerPoint presentations from the flash drive, an Internet connection is not needed. Some CAMT courses also require additional manuals; those are listed where applicable.

Additional Course Requirements

- In addition to six technical courses, CAMT includes brief online practice scenarios for each course plus a 10-module, non-technical course, which teaches a number of essential soft skills through demonstration and interactive scenarios.
- Instructors may preview the CAMT online module and practice scenarios by going to <https://leasehawk.learnerhall.com/naaei/>. Contact Stefani Hurst at shurst@naahq.org for your association ID and password.
- CAMT candidates can access the online module and practice scenarios through the NAAEI Career Path Solutions (CPS) learning management system at www.naahq.org/cps. Participants will use their unique NAA User IDs and passwords to access the online programs, which must be completed before the exam can be taken.

Exam Preparation and Resources

- The CAMT online exam is comprised of 100 multiple choice questions timed for 2.5 hours. The exam can be taken through the affiliate, at home or at work. Results are displayed immediately following the exam.
- The exam is accessed with an eligibility code provided to each participant by the affiliate association. The exam is displayed in both English and Spanish for all exam-takers.
- The CAMT Skill Checks, the Answer Key and 75-question practice exam are available on NAA's website under Candidate Resources at <http://www.naahq.org/learn/education/candidate-resources>.
- The CAMT certificate has lifetime validity. In addition, all CAMT credential holders become eligible to join the Apartment Institute for Maintenance Excellence (AIME).
- Membership in AIME is optional. AIME membership dues are \$50 and are due annually on the anniversary of earning the CAMT credential. Members must report three (3)



continuing education credits (CECs) per year from courses offered by NAAEI, NAA or their state or local apartment association.

Instructor Training

- NAAEI provides a three-day Advanced Instructor Training (AIT) course for individuals who wish to be recognized as NAAEI faculty.
- Faculty commit to volunteer 12 teaching hours each year to the local association.

CAMT - Course Outline

Course	Total Estimated Classroom Time	Learning Objectives
<p>Interior/Exterior Maintenance and Repair</p> <ul style="list-style-type: none"> • Make-ready maintenance • Caulking • Ceilings and walls • Locks • Tile • Other interior maintenance topics identified during discussions • Curb appeal • Swimming pool area safety • Inspections of building exteriors 	<p>6 hours, 40 minutes</p>	<ul style="list-style-type: none"> • Performing Interior/Exterior Services and Repairs • Performing Painting Services • Performing Lock and Key Services and Repairs • Maintaining Curb Appeal, Inspecting the Property and Executing Maintenance Activities Daily
<p>Electrical Maintenance and Repair</p> <ul style="list-style-type: none"> • Roles and responsibilities in electrical maintenance and repair • Electrical basics and terms • Electrical safety • Tools and equipment for electrical repairs • Electrical wires • Main service panels • Wall switches • Receptacles • Incandescent and fluorescent light fixtures • Smoke alarms 	<p>16 hours</p>	<ul style="list-style-type: none"> • Performing Electrical Services and Repairs • Ensuring compliance with electric codes (NEC) and other regulatory requirements • Documenting that services have been conducted correctly
<p>Plumbing Maintenance and Repair</p> <ul style="list-style-type: none"> • Roles and responsibilities in plumbing maintenance and repair • Plumbing basics and terms • Plumbing safety • Tools and equipment for plumbing repairs • Shut off valves • Plumbing pipes and fittings • Faucets and sinks • Garbage disposals • Tubs and showers • Toilets • Drains • Water heaters 	<p>16 hours</p>	<ul style="list-style-type: none"> • Performing Plumbing Services and Repairs • Ensuring compliance with plumbing codes and other regulatory requirements • Documenting that services have been conducted correctly

<p>Heating Maintenance and Repair</p> <ul style="list-style-type: none"> • Roles and responsibilities in maintaining and repairing heating systems • Heating safety • Tools and equipment for heating repairs • Air distribution • Electric furnaces • Electric baseboard heating • Gas furnaces • Hydronic heating 	<p>8 hours, 30 minutes</p>	<ul style="list-style-type: none"> • Performing Heating Service Maintenance and Repairs • Ensuring compliance with HVAC codes, EPA regulations, and other regulatory requirements • Documenting that services have been conducted correctly
<p>Air Conditioning Maintenance and Repair</p> <ul style="list-style-type: none"> • Roles and responsibilities in air conditioning maintenance and repair • Air conditioning safety • Tools and equipment for air conditioning repairs • Refrigerants and their special properties • The air conditioning system • Simple fixes • Refrigerant system repairs • Electrical system repairs • Air distribution system repairs 	<p>15 hours</p>	<ul style="list-style-type: none"> • Performing Air Conditioning Maintenance and Repairs • Ensuring compliance with HVAC codes, EPA regulations, and other regulatory requirements • Documenting that services have been conducted correctly
<p>Appliance Maintenance and Repair</p> <ul style="list-style-type: none"> • Roles and responsibilities in appliance maintenance and repair • Diagnosing appliance problems • Appliance safety • Tools and equipment for appliance repairs • Clothes dryers • Clothes washers • Ovens and cooktops • Dishwashers • Refrigerators 	<p>15 hours</p>	<ul style="list-style-type: none"> • Performing Appliance Services and Repairs • Making Product Repair and Replacement Decisions • Documenting that services have been conducted correctly
<p>Online Soft Skills: A Day in the Life</p>	<p>2 hours, 20 minutes</p>	<ul style="list-style-type: none"> • Processing All Work Orders Correctly, Timely and to the Resident's Satisfaction • Performing Customer Service and Maintenance Tasks According to Company Policy and Procedures

<p>Online Soft Skills: A Day in the Life (Continued)</p>		<ul style="list-style-type: none"> • Performing Maintenance Activities Safely to Minimize Personal and Property Damage • Performing Maintenance Activities in Compliance with Fair Housing Regulations • Performing Maintenance Activities in an Environmentally Responsible Manner in Compliance with Regulations • Reporting and Documenting Maintenance Activities According to Company Policy and in Compliance with codes • Adopting Professional Behavior Patterns, Communication Skills and Appearance
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Online CAMT Soft Skills Training Module Descriptions

A Day in the Life of a Maintenance Technician Course Overview

Welcome to the Industry – This course starts with a video introducing “Alex,” an experienced maintenance technician, as he demonstrates and describes key activities from a typical day on the job. The video provides novice maintenance technicians with an overview of the type of work they will be doing and gives even the most experienced maintenance technicians information they can relate to their job performance. This module provides best practices, tips and techniques for how to behave, dress, and speak on the job. Finally, the module provides an overall context for the remaining content and offers a reminder that non-technical skills serve a practical purpose and can be applied directly on the job.

Customer Service—This module explains the benefits of customer service to residents, visitors, team members, and the community, as well as to the maintenance technician. The module begins with a video of Alex performing a typical maintenance activity. Here, he shows how good customer service can turn an angry resident into a satisfied one. The module explains the importance of customer service to provide the context and motivation for the rest of the module. Students learn communication and service etiquette skills as the basis for providing good customer service, and then explore more complex topics such as handling upset customers and Fair Housing laws. The module ends with an activity in which students observe a maintenance technician handling a tricky customer service issue. Students rate the technician’s performance and then compare their ratings to expert ratings.

Teamwork—This module emphasizes the importance of working with other team members to achieve the same goal. Alex kicks off the module with a video showing good teamwork between himself and a leasing professional. The module continues with an overview of teamwork and an explanation of the different roles that people play in a community. It ties into the customer service topics of communication and etiquette, but this time with a focus on working with team members instead of customers. The module wraps up with an activity in which students watch and rate a technician who tries to recover from a tricky situation with a fellow team member.

Time & Project Management—This module prepares students for the daily juggling act they face on the job: how to balance long-term projects with day-to-day maintenance and emergencies, and get everything done in a timely manner. Students see Alex skillfully balance competing demands, and then get an overview

of time management and project management concepts. They learn practical tips that they can apply on the job, and then dive into the topics of communication and scope creep. Finally, they complete an activity in which they watch and rate a maintenance technician who struggles in her efforts to get everything done on time.

Money Matters—Maintenance technicians frequently think that they have nothing to do with the financial health of their community. The module begins with a video of Alex demonstrating activities that will save his community money. This example helps students understand financial concepts specific to apartment communities and realize the positive effect that they can have on their own community. Students learn practical information about budgeting, planning, purchasing, and working with vendors. At the end of the module, they watch and rate a maintenance technician as she makes recommendations to help her community's bottom line.

Documentation & Paperwork—Paperwork isn't anyone's favorite part of the job, but we all have to do it. This module helps by giving students practical information about what documentation needs to be completed and how to do it effectively and efficiently, as well as by providing the context for why documentation is important. First, students see how good documentation and record keeping help Alex out on the job. Then they review information on required documentation, including books and logs, timesheets, and purchase orders. Students get tips that they can start applying to the job immediately. The module wraps up with an activity in which students rate a maintenance technician's documentation.

Maintenance & Emergencies—This module explores the wide range of activities that a maintenance technician performs on the job. In the video, Alex shows how his performance makes a real difference to the quality of life and even the safety of the residents in his community. Students then take an in-depth look at various activities, including different types of maintenance, replacements and repairs, and emergencies. Students end the module with an activity in which they rate how well a maintenance technician balances everyday tasks with potential emergencies.

Safety First—Safety plays two key roles in the job of maintenance technicians: they must keep the property safe for everyone who lives in, works at, and visits the community; and they must keep themselves safe in potentially dangerous situations. Alex starts the module off by demonstrating both aspects of safety: he prevents a dangerous situation for his residents while taking care to perform the job using proper safety equipment and techniques. Students gain an understanding of the importance of safety, and then learn specifics for staying safe around common workplace dangers such as hazardous materials and physical hazards. They learn how to stay safe and keep others safe in emergency situations, and how to stay out of situations that may risk their own personal safety. Finally, students watch and rate a maintenance technician as he performs a risky repair of his own.

Compliance—Maintenance technicians follow a lot of rules on the job. They must comply with documentation requirements, Fair Housing Laws, environmental regulations, and building codes, permits and licenses. This module provides an understanding of why these regulations exist and demonstrate why it is important to adhere to all rules and regulations. Students walk through different types of regulations and laws to gain a more in-depth understanding of their application to the technician's work. At the end of the module, students rate a maintenance technician in a situation where he faces multiple compliance challenges.

Wrap Up—The course wraps up with Alex heading home at the end of his day. In the video, he reminds students of the importance of "soft", or non-technical, skills and congratulates them for finishing the course.