



# Certificate Program Candidate Handbook

National Apartment Association Education Institute



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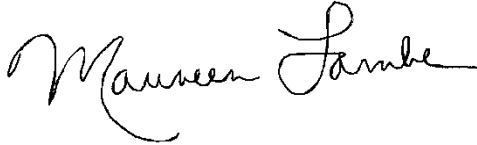
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## Letter from the Executive Vice President

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 course undergoes annual review so the material remains accurate and timely. NAA's affiliated Apartment Associations are equipped to deliver these programs locally. Credentials are earned after completion of coursework and experience requirements are met. The following credentials are offered:

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

### Credential Program Overviews

	<b>NALP</b>	<b>CAM</b>	<b>CAPS</b>	<b>CAS</b>	<b>CAMT</b>
<b>Candidacy Period</b>	12 months	12 months	12 months	12 months	12 months
<b>Industry Experience Requirement</b>	6 months	12 months	24 months as Multi-site Supervisor or CAM +24 months as Apartment Manager	Must be a Supplier	12 months
<b>Project Requirement</b>	Market Survey	None	None	None	None
<b>Number of Exam Items</b>	100	Two-part exam; Part I: 115 Part II: 70	100	138	100
<b>Time Allotted for Exam</b>	1 hour 30 minutes	Part I: 2 hours Part II: 2 hours	2 hours	2 hours	2 hours 30 minutes
<b>Waiting Period to Retake Exam</b>	7 days	7 days	7 days	7 days	7 days
<b>Exam Retesting Fee</b>	\$30.00	One part: \$80 Both parts: \$100	\$30.00	\$30.00	\$30.00
<b>Credential Term of Validity</b>	N/A	N/A	N/A	N/A	Lifetime
<b>Credential Renewal Fee</b>	\$50.00	\$100.00	\$100.00	\$100.00	
<b>Continuing Education Credits (CECs)</b>	3 CECs	6 CECs	6 CECs	3 CECs	
<b>Credential Reinstatement Fee (after 90 days)</b>	\$50.00	\$50.00	\$50.00	\$50.00	
<b>Maintaining Apartment Institute for Maintenance Excellence (AIME) Membership</b>					3 hours of approved NAAEI maintenance training (waived for the first year)

## Credential Course Requirements

<b>NALP</b>	<b>CAM</b>	<b>CAMT</b>	<b>CAPS</b>	<b>CAS</b>
Bringing in New Residents: Be Prepared (3 hours)	Industry Essentials (1 hour 50 minutes)	Electrical Maintenance and Repair (16 hours 15 minutes classroom; ½ hour online)	Property Performance Management	<b>Optional</b> Industry Essentials (1 hour 50 minutes)
Marketing and Maintaining Your Community (2.5 hours)	Financial Management (6.5 hours)	Plumbing Maintenance and Repair (16 hours classroom; ½ hour online)	Financial Management	<b>Required</b> Financial Management (6.5 hours)
Why Your Competition Matters (2.5 hours)	Marketing (6.5 hours)	Heating, Ventilation, and Air Conditioning Maintenance and Repair (Heating: 8 hours 30 minutes classroom ½ hour online; Air Conditioning: 15 hours classroom; 1 hour online)	Legal Responsibilities And Risk Management	<b>Required</b> Risk Management (5 hours)
Relevant Laws and How to Apply Them (3 hours, 45 mins)	Property Maintenance (6 hours)	Appliance Maintenance and Repair (15 hours classroom; 1 hour online)	Property Evaluation and Due Diligence	<b>Required</b> Legal Responsibilities (4 hours)
The Sales Process and Building Relationships (3 hours)	Legal Responsibilities (4 hours)	Interior and Exterior Maintenance and Repair ( 6 hours 40 minutes classroom; ½ hour online)	Effective Leadership	<b>Required</b> Resident Experience (2.5 hours)
Effectively Meeting the Needs of Current Residents (3 hours)	Risk Management (5 hours)	Online CAMT Training: A Day in the Life of a Maintenance Technician (2 hours 21 minutes)		<b>Required</b> Supplier Success (8 hours)
Market Survey (2 hours)	Human Resources (7 hours)			
	Resident Experience (2.5 hours)			

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

In addition to registering for a credential course with your local apartment association, you must also enroll with NAAEI to receive an NAA User ID. You can enroll on the NAA Web site through the following link: <http://www.naahq.org/learn/education/enroll-in-a-course>.

You will use your NAA User ID and password throughout the certificate process, including taking exams. When enrolling, please be sure to select your local apartment association from the drop down menu in order to confirm your enrollment with them. Once you do this, your local association will be sent confirmation of your enrollment. If you are enrolling in an online course (CAM and NALP only), select "online" from the drop down menu. An enrollment tutorial is available on the NAA Web site through the following link: <http://www.naahq.org/sites/default/files/naa-documents/education/Candidates/Enrollment-Tutorial-February-2016.pdf>

Upon enrollment, candidates for all programs will receive a receipt by email showing a balance of \$0.00. This receipt confirms enrollment only and is separate from the purchase of a course.

### **Exam Fees**

The initial exam fee is included in your course fees; however, if you need to retake the exam, you may do so after one week (seven days) for the following fees:

**CAM EXAM:** Retesting fees are \$80 for one part and \$100 for both parts.

**All other credentials:** Retesting fee of \$30.

### **Planning to take the Exam**

If you are planning to take the exam at your local apartment association or sponsoring organization's office, please contact them directly to schedule your exam. If you are not planning to take the exam at your local apartment association or sponsoring organization, you do not need to schedule the exam ahead of time. Exams can be taken at any time through the following Web site: [www.Castleworldwide.com/naaei](http://www.Castleworldwide.com/naaei). Please keep in mind that you will not be able to access the online exam until you are eligible to sit for the exam. Eligibility codes are distributed by your local apartment association after completion of the required coursework.

**CAM Candidates** take a proctored exam at their local apartment association or at a Castle Worldwide site. **CAM Online Candidates** take the proctored exam at a Castle Worldwide site. CAM Online candidates receive exam instructions from NAAEI when they are eligible to take the exam and will be able to choose the date, time and location of their exam.

To locate a Castle site, go to this website:

[www.Castleworldwide.com/Castleweb/clients/testing-services/ibt-testing-sites.aspx](http://www.Castleworldwide.com/Castleweb/clients/testing-services/ibt-testing-sites.aspx)

### **Practice Tests**

Practice tests are available at [www.naahq.org/learn/education/about-the-online-exams](http://www.naahq.org/learn/education/about-the-online-exams) for the CAM, 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.

### **Requesting Accommodation**

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. A particular 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 Education of NAAEI within thirty (30) days before the exam appointment. Please use the Request for Accommodation Form at the back of this book.

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; 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 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 results, or results in undue burden. Exam accommodations typically include:

- Extended time to complete the exam (time and a half to double time);
- A reduced-distraction environment separate from other exam candidates;
- Permission to use the candidate's adapting equipment, such as a magnifier;
- A reader or 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.

### **Admission on Exam Day**

If you will take the exam at your local apartment association's office or a testing center, it is recommended that you arrive at least 30 minutes before your scheduled exam time. If you are late for your exam appointment, you may have to test later or reschedule. You also may wish to bring layered clothing so you are prepared to adjust to the room temperature while taking the exam.

**CAM Candidates:** You must bring a valid photo ID with signature. You may bring one of the following:

#### Acceptable

- \* Valid driver's license
- \* Valid passport
- \* Government-issued identification
- \* School identification

#### Not Acceptable

- \* Gym membership card
- \* Warehouse membership card
- \* Identification with signature only

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 affiliate's office or testing center.

**Do NOT bring to the exam:**

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

**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 other than those given to me by the proctor, or help or obtain help from anyone other than the proctor. Participating in any irregularity during the exam, such as giving or receiving unauthorized information or help, 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. Such attempt may include, but not be limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; and distributing, receiving, or having unauthorized possession of any portion of the exam. Exam scores might become invalid in the event of this type of suspected breach.

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. All candidates receive diagnostic information on their performance in the major content areas of their particular exam. If you pass your exam, you will receive a passing notice followed by your certificate and pin from NAAEI, which is sent to your local apartment association or sponsoring association. Please note that if you have any outstanding course requirements, your certificate will follow upon 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 strengths and weaknesses based on the sections included in the exam. If you need to retake the exam, you may do so after one week (seven days).

**CAM EXAM:** Retesting fees are \$80 for one part and \$100 for both parts.

**All other credentials:** Retesting fee of \$30.

Your scores **will be shared** with your local apartment association or 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, a description of the situation will be transmitted to your local apartment association or sponsoring organization. The failing grade can be removed and the retesting fee may be waived upon proof of the technical difficulty.

Your standing on the exam indicates only how well you respond to the types of questions on the exam and depends only on how well you answer the questions presented to you. It will NOT indicate how well you will do on the job.

With the exception of CAM, a passing score on all of the exams is 72%, which represents the minimum level of knowledge and skills a candidate must demonstrate to receive a passing score. The passing score was set through a process that included a study and recommendations by a panel of subject matter experts, test developers and NAAEI. For detailed information about CAM exam scaled scoring, please visit the following link on the NAA Web site: [http://www.naahq.org/sites/default/files/naa-documents/education/Candidates/CAM-Scaled-Score-FAQ\\_2015-update.pdf](http://www.naahq.org/sites/default/files/naa-documents/education/Candidates/CAM-Scaled-Score-FAQ_2015-update.pdf).

The subject matter experts and test developers are highly familiar with the work of the individuals who earn the NAAEI credentials and the requirement of high performance on the job. These experts are a diverse group of professionals with a variety of work experiences within the apartment industry. They have familiarity with the credential holder's work functions through first-hand experience of direct, regular contact with individuals performing the work, or in work analysis and assessment.

### **Credential Status**

Upon completion of all credential requirements, the credential holder's name is added to an online directory on the NAA Web site ([members.naahq.org/Client/default.aspx#/designates](http://members.naahq.org/Client/default.aspx#/designates)). The credential holder, and other invested parties, may access this directory to determine the validity of a credential. Credential holders may also log in to their account profile or contact NAAEI staff via phone and e-mail to determine the period of validity for their credential.

### **Challenging Exam Results**

Following completion of the exam, candidates may submit in writing comments on any question(s) they believe contain errors in content. NAAEI does not respond to complaints received more than 30 days following your test date. All comments must be sent in writing to NAAEI.

### **General Comments, Questions and Inquiries about Specific Questions**

If you have comments or questions concerning your exam, direct your comments in writing to the NAAEI office within 30 days of your test date. In your correspondence, include your contact information, test date, as well as the specific concerns about the questions. You are not allowed to copy the question directly from the exam and are not expected to recreate the entire question in your correspondence. NAAEI will review the question and you will be notified of the findings. Because of the need for test security,

NAAEI will not release exam questions or answers to candidates. A credential feedback form can be found on page 20 of this handbook and on the NAA website.

### **Privacy Policy**

Personal information for all credential holders is kept confidential. If you need to speak with an NAA or NAAEI representative over the phone, please note that you will have to verify two pieces of information from 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. NAA and NAAEI representatives will not issue User IDs, passwords or grades to anyone who cannot verify information on their account. NAAEI will use discretion when sharing information with sponsoring organizations.

### **Tips for Success**

Follow all instructions precisely. If you are taking the exam at a local association or testing center, listen carefully to the proctor and carefully read all written directions you receive.

- Read each question carefully. Review all of the possible answer choices. 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**

If you do not pass the exam, you may retake it in seven days or longer. You may retake the exam as many times as you wish, but you must wait at least seven days between sittings.

**CAM EXAM:** Retesting fees are \$80 for one part and \$100 for both parts.

**All other credentials** pay a retesting fee of \$30.00.

### **CAMT Apartment Institute for Maintenance Excellence**

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 the field of Apartment Maintenance, 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 will annually develop three hours of topical maintenance training that will keep your maintenance skills up-to-date and will demonstrate to your employer or future employer your commitment to Apartment Maintenance Excellence. You just have to complete three hours of training for every year that you choose to continue your membership.

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

Credential holder invoices are mailed annually in October to all credential holders who 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 credential completion.

Credential renewal payments are due upon receipt. However, you may pay without penalty within three months of the due date. Please pay the dues total amount indicated on your invoice. If renewal fees are unpaid after three months, a second invoice will be mailed and a \$50 reinstatement fee must be paid along with your credential renewal fee. Please submit the total number of CECs indicated on your invoice.

All CECs required for the renewal period should be earned during the previous year. For example, for the 2015 renewal period, you report CECs earned during 2014. Credits earned prior to 2014 can't be carried forward and reported in the 2015 renewal period.

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.

Please keep a copy of your CEC reporting form with backup in case your forms are lost in the mail. You may find this form online at: [www.naahq.org/renew](http://www.naahq.org/renew).

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

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 and activities, available at <http://www.naahq.org/learn/education/take-a-class-online>.

#### **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.

### **Refunds**

Affiliate apartment associations may return books by shipping them to ViaTech Publishing Solutions, 5200 Philadelphia Way, Suite L, Lanham, MD 20706. Items returned to NAAEI instead of ViaTech will be assessed a \$10/box fee. A signed NAAEI Return Authorization Form must accompany all returns. Returns received without a signed form will be returned to the affiliate. No refund will be issued. Items must be returned within 30 days of purchase. All items must be returned in original unopened shrink-wrap. Affiliates will not receive credit for opened items. Returned items must not be damaged. Damaged products will be discarded and credit will not be given. Pack carefully to prevent damage in shipment. There is a 30% restocking fee on all orders, which will be invoiced separately. Shipping charges are non-refundable.

Absolutely no refunds will be issued for National Training Programs. If for any reason a student is unable to attend the course, someone else may be sent in their place. If the student chooses to drop the class and cannot find a replacement, the student may receive a credit towards another National Training course.

### **Invalidation of a Certificate**

If NAAE 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.

### **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 is expressly prohibited.

Certificate issuance does not indicate that credential holders are certified, registered or licensed in any way.

### **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 entering the NAA User ID and password. Your NAA User ID and password can be found in the upper right corner of your invoice.

### **NAAEI Credential Holder Logo Usage**

All NAAEI credential holders, upon successful completion of all required coursework and a final examination, are permitted to use the appropriate credential logo for their own professional use on stationery, business cards and letter head.

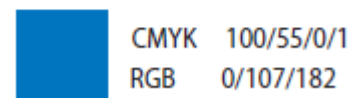
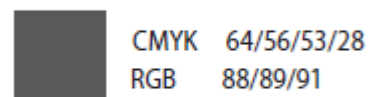
Credential holders are also permitted to use the acronym that is associated with the completed program following their name on any document, presentation or Web site. This acronym or acronyms may be used to signify the professional certificate.

Please note the following for specific programs:

### **CAMT**

The words "Certificate for Apartment Maintenance Technicians" may also be used to describe the CAMT certificate holder's professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

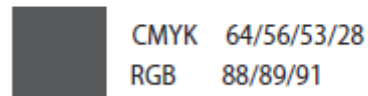
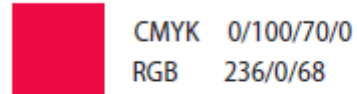
The CAMT logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in the following formula or in black and white. No other colors or shadings are acceptable.



## CAM

The words “Certified Apartment Manager” may also be used to describe the CAM credential holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

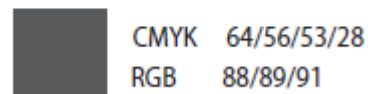
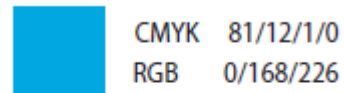
The CAM logo must appear in the lower right hand corner for printed pages and the lower left hand corner for business cards. The logo color must always be used in the following formula or in black and white. No other colors or shadings are acceptable.



## NALP

The words “National Apartment Leasing Professional” may also be used to describe the NALP credential holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

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



## **CAPS**

The words “Certified Apartment Portfolio Supervisor” may also be used to describe the CAPS credential holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

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



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



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

## **CAS**

The words “Certified Apartment Supplier” may also be used to describe the holder’s professional program on a resume or to provide necessary work experience to an employer, though the use of the acronym is the preferred professional usage.

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



CMYK 76/5/36/0  
RGB 141/198/63



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

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 Education  
4300 Wilson Blvd, Suite 400  
Arlington, VA 22203  
E-mail: [streger@naahq.org](mailto:streger@naahq.org)





## HOW TO TAKE THE TEST FROM HOME (NON-CAM STUDENTS ONLY)

### Instructions for Logging into the Castle Worldwide Testing System

1. Launch the Castle Worldwide testing system through the following link:  
[www.Castleworldwide.com/naaei](http://www.Castleworldwide.com/naaei)
2. To ensure that your computer is properly set to take the exam, **you must first click on the word “Requirements”** on the left-hand side of the screen. This will allow you to test your computer system and ensure that it will run the exam properly. We recommend that you test your system at least one week before you plan to take the exam. Failure to test your system early may cause a delay in your ability to take the exam.
3. After checking your computer system, click “Click Here to Test Now.” Follow the instructions given to correctly configure any system requirements that do not pass the test.
4. Click “Login” on the top left to return to the login page.
5. Once at the login page, enter your NAA user ID and eligibility code.
6. *If you are retaking the exam or are otherwise required to purchase the exam, you will be required to enter your credit card information prior to taking the exam. Enter your credit card information on the “Purchase Test” page and click “Complete Purchase” on the bottom of the page.*
7. The Castle Worldwide testing system will launch a program called the Browser Lockdown. The Browser Lockdown will prevent you from accessing anything else on your computer while taking the exam.
8. If a pop-up window appears, click “Run” to finish installing Browser Lockdown.
9. You will then be taken to the online exam for which you are eligible.
10. Once in the exam, you will notice that you will have the ability to move throughout the exam by clicking the “<” or “>” button. Click on the “Help” button for more information about how to move through the exam.
11. Once you are satisfied with the exam, you can choose to “Submit.” If you select “Submit,” the testing system will display the number of any question that you have left unanswered. From here, you may return to the exam or confirm that you are ready to end the exam.
12. You will have the option to provide any feedback by filling out a short questionnaire.
13. Your exam results will then be displayed in the testing window. Print a copy of the results for your records.
14. To exit the exam and the Browser Lockdown, simply close the browser window.

*Your local apartment association reserves the right to have exams proctored.*



## FREQUENTLY ASKED QUESTIONS

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

Yes, all of the 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

CAM: Part I is 115 questions timed for 2 hours; Part II is 75 questions timed for 2 hours

CAS: 138 questions; timed for 2 hours

NALP: 100 questions; timed for 1 hour 30 minutes

CAPS: 100 questions; timed for 2 hours

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

**Non-CAM Students:** You may take the test anywhere with access to an Internet connection, including at home. Please remember that technical assistance is available during normal business hours through Castle Worldwide. If you are taking the test during off-business hours or on the weekend and you have technical difficulty, you may have to wait for your inquiry to be answered.

**CAM Students** are required to take the exam at either a Castle Worldwide site or at your local apartment association or sponsoring organization.

### **Are proctors required?**

**CAM Students:** All exams are proctored.

**All other designations:** Your local apartment association reserves the right to have exams proctored. Otherwise, students will take the exam at home or on a personal computer.

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

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

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

Practice exams are available at [www.naahq.org/learn/education/about-the-online-exams](http://www.naahq.org/learn/education/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 Web site to access this information.*

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

You will get their 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 until they pass the exam; however, there is a seven-day waiting period between testing times.

**What is the retesting fee?**

**CAM EXAM:** Retesting fees are \$80 for one part and \$100 for both parts.

**All other designations** pay a retesting fee of \$30.00.

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

Please contact Shana Treger at 703-518-6141, ext. 115 or [streger@naahq.org](mailto:streger@naahq.org) and use the attached Request for Accommodations form on page 16.

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

For technical problems related to the Castle Worldwide testing platform, please contact Castle Worldwide 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 Shana Treger at 703/518-6141, ext. 115 or [streger@naahq.org](mailto:streger@naahq.org).

**Have more questions?** Contact the [NAAEI Staff](#) directly at 703/518-6141.



## 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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Return this form by email to NAAEI at [education@naahq.org](mailto:education@naahq.org) or by mail to  
4300 Wilson Boulevard, Suite 400, Arlington, VA 22203.