



# CAMT Program Candidate Handbook

National Apartment Association Education Institute



**CAMT** 

CERTIFICATE FOR APARTMENT  
MAINTENANCE TECHNICIANS



**January 2019**

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## **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 has been tailored to meet the ever-changing needs of today's multifamily housing professionals.

NAAEI does not and shall not discriminate on the basis of race, color, religion (creed), gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation or any other characteristics protected under federal and/or relevant local laws.

## **Certificate for Apartment Maintenance Technicians**

This handbook provides information for the Certificate for Apartment Maintenance Technicians (CAMT) program applicants only.

This program is recommended for maintenance technicians, porters, housekeepers and other technical service personnel who are interested in advancing their career by earning a nationally recognized certificate.

The CAMT certificate is awarded when candidates fulfill three major requirements: experience, training and passing the exam.

Requirements to obtain the CAMT certificate include:

- Twelve (12) months of relevant apartment industry experience;
- Successful completion of the CAMT Curriculum, and;
- Score of 70% or above on the exam.

## **CAMT Program at a Glance:**

**Candidacy Period:** 12 months

**Exam delivery mode:** Online via live or remote proctor

**Number of Exam Items:** 100 multiple choice questions

**Time Allotted for Exam:** 2 hours 30 minutes

**Waiting Period to Retake Exam:** 7 days

**Original fee:** determined by course sponsor; usually ranges between \$800 and \$900

**Exam Retesting Fee:** \$55.00

**Credential Term of Validity:** Lifetime

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

**Membership (optional):** Annual three hours of approved continuous education (waived for the first year) plus \$50 renewal dues

**Credential Training Course Length:** approximately 80-85 hours of classroom instruction (depending upon the instructor's and individual's pace)

### **Credential Training Course Modules:**

- Electrical Maintenance and Repair (16 hours 15 minutes plus 15 minutes online)
- Plumbing Maintenance and Repair (16 hours classroom; plus 15 minutes online)
- Heating Maintenance and Repair (8 hours 30 minutes classroom; plus 15 minutes online);
- Ventilation, and Air Conditioning Maintenance and Repair (15 hours classroom; plus 15 minutes online)
- Appliance Maintenance and Repair (15 hours classroom; plus 15 minutes online)
- Interior and Exterior Maintenance and Repair (6 hours 40 minutes classroom; plus 15 minutes online)
- Online CAMT Soft Skills Training: A Day in the Life of a Maintenance Technician (2 hours 21 minutes)

## **Enrolling with NAAEI for CAMT**

All candidates wishing to earn the CAMT certificate must enroll online with NAAEI in order to receive an NAA ID and become a candidate in the program. Without an NAAEI ID you will NOT be able to gain access to program examinations. You may enroll on the NAA website [here](#). You will use your NAA ID throughout the certificate process, and it is necessary in order to schedule your examination.

During the enrollment process you will be asked to identify your course sponsor. 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.

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 certificate status, necessary fees, etc.

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

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

## **Candidacy Period and Extensions**

Once you have enrolled with NAAEI, you become a candidate in the CAMT certificate program. Each candidacy period is 12 months. Within this time period all requirements of the program must be met and the certificate 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 certificate within the 12-month candidacy period, your enrollment will expire.

A candidate who is unable to complete the program requirements within the candidacy period of 12 months may extend this period by six months for a fee of \$50 per year of expiration. 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 certificate 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 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/tds\\_v5/asp/NAAEI\\_scheduling.asp](https://www.castleworldwide.com/tds_v5/asp/NAAEI_scheduling.asp)

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 will have to present their valid proof of identification to their online proctor. 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**

A practice CAMT test is available at [www.naahq.org/learn/education/about-the-online-exam](http://www.naahq.org/learn/education/about-the-online-exam). The practice test will familiarize participants with the testing format as well as the types of questions that are included in the exam. They are not meant to be used as study guides for the exams. Both the practice test and official exam questions are presented in both English and Spanish.

## **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. 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 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.

Your certificate and pin will be sent to your sponsoring association within three to four weeks of completion. 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 score of the exam is set at a level that represents the minimum knowledge and skills a candidate must demonstrate to be awarded the certificate. Passing scores are set through vigorous statistical processes that involve industry experts, psychometricians, and NAAEI staff.

## **Exam Content**

All examination content is created by subject matter experts (SMEs) who are highly familiar with the work of the individuals who perform apartment maintenance. 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 performed by an apartment maintenance technician, as well as the knowledge and skills necessary for performing these tasks and demonstrating 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 a more detailed explanation of the content of the 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: [https://www.naahq.org/sites/default/files/naa-documents/education/Candidates/Certificate Program Feedback 2016.pdf](https://www.naahq.org/sites/default/files/naa-documents/education/Candidates/Certificate%20Program%20Feedback%202016.pdf).

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 certificate 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 during your candidacy period, and as many times as you wish. The retake exam fee is \$55 per attempt. In order to schedule an exam retake, you will need a new exam eligibility code, available from your course sponsor or NAAEI.

## **Certificate Status**

Upon completion of all certificate requirements, certificate holders receive a certificate, wallet card and pin as well as an invitation to claim a digital badge.

A digital badge is a visual indicator of achievement and enables a certificate holder to share this accomplishment through social media, email, websites and digital resumes. The digital badge may be placed on a resume. It features the badge's issuing organization, the type of certificate earned, its expiration date, and the knowledge and skills it confirms.

Additionally, the certificate holder's name is added to an [online directory](#) on the NAA website. The certificate holder, and other invested parties, may access this directory to determine the validity of a certificate.

## **Provisional Certificates**

Individuals who have not met the required experience requirement for CAMT may still apply for the CAMT certificate. 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.

## **Refunds**

If you took your training through an apartment association, the refund policy on the training courses is determined by the course sponsor. Examination fees, renewal fees and reinstatement fees **ARE NOT** refundable.

## **Invalidation of a Certificate**

If NAAEI receives a complaint in writing that a certificate holder did not meet the requirements of a certificate by falsifying apartment industry experience or not completing the certificate 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 certificate may use the appropriate title and acronym after their names. The title and certificate may not be used to imply that a company or firm has been awarded this certificate. Use of the title and certificate by individuals who have not been awarded the certificate is expressly prohibited.

## Name and Address Changes

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

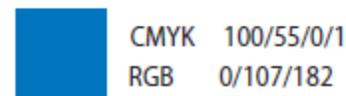
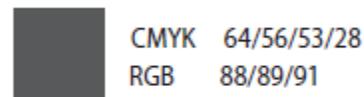
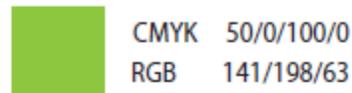
## CAMT Holder Logo Usage

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

Certificate holders are also permitted to use the CAMT acronym following their name on any document, presentation or Web site.

The words spelling out the certificate obtained (Certificate for Apartment Maintenance Technicians) 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.

The 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 formula or in black and white. No other colors or shadings are acceptable.





**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.

- Separate Room
- Un-timed Breaks
- Double Time
- 50 % Additional Time
- Sign Language Interpreter
- Logistical Provisions
- Reader Required
- Screen Magnifier
- Other \_\_\_\_\_

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 400  
 Arlington, VA 22203  
 E-mail: 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

### **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 of our exams are virtually proctored. Your local apartment association also reserves the right to proctor the exams. Otherwise, students 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. The practice exam is available at [www.naahq.org/learn/education/about-the-online-exams](http://www.naahq.org/learn/education/about-the-online-exams). NAAEI also has made "Skill Checks" from the curriculum available as a study guide for students. This material is free of charge and downloadable from the [NAAEI Candidate Resources](#) page. *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 CAMT certificate program.



- |   |  |
|---|--|
| <input type="checkbox"/> NAAEI Certificate Candidate                | <input type="checkbox"/> NAAEI Certificate 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"/> On-Site Professional            |
| <input type="checkbox"/> NAA Affiliate Staff                        | <input type="checkbox"/> Other (Please Specify)<br>_____ |

Please describe your interest in the NAAEI CAMT program:

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Please provide NAAEI with your feedback on the NAAEI CAMT program:

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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 800, Arlington, VA 22203.