CAM Instructor Tip Sheet

Thank you for serving as an instructor for the Certified Apartment Manager (CAM) program. NAAEI provides the materials you need to successfully guide participants through this course. The following information will assist you with classroom facilitation 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 with audio and screen to show the PowerPoints and videos. *Note: There is an optional activity in the first module (Industry Essentials) on the economic impact of the apartment industry that requires an Internet connection if available.*

- To prepare for the course, make sure you have all of the course materials, including the most recent edition of the Facilitator Guide, a sample Participant Workbook, the Creekwood Case Study, and the USB flash drive containing the PowerPoint slides and videos (videos are embedded in the PowerPoint slides on the flash drive).

- The <u>Facilitator Guide</u> for the course matches the content of the Participant Workbook and also includes additional information to facilitate learning. The Facilitator Guide includes the estimated time for each section of the course, screen shots of PowerPoint slides and descriptions of and debrief points for Activities, which are exercises covering part of a chapter that require participants to use specific chapter content. The class is very interactive!

- The <u>Participant Workbook</u> includes screen shots of PowerPoint slides plus additional content for participants. Urge participants to take notes in their workbooks during the class. For example, on page nine of the Financial Management workbook, there is a chart describing income statement figures. Participants may wish to add in additional formulas or descriptions as the class discusses them.

- The <u>Creekwood Case Study</u> materials are referenced throughout the eight CAM modules and contain a budget activity that candidates will complete during the Financial Management module. Answers to the budget activity can be found on the Affiliate/Instructor Resources page at http://www.naahq.org/learn/education/instructors/new-cam-instructor-resources.

- CAM <u>PowerPoint slides</u> are available on a USB flash drive obtained through NAAEI or the sponsoring affiliate association, or online at http://www.naahq.org/learn/education/instructors/new-cam-instructor-resources.

- Review the PowerPoint slides ahead of time. Note that the PowerPoint files are large and take time to download if you are not using the flash drive. Practice the animation contained on many of the slides. A red dot (**.**) at the end of an animated slide indicates that there is no more additional content on that slide.

- Each slide number corresponds with a numbered slide in the Participant Workbook. Please refrain from adding slides to the slide deck. If you do add additional slides, be aware that the slide numbers will no longer match the workbook screen shots.

- Take the time to create additional handouts and learning tools, and to develop experiences that enhance the curriculum. Plan on spending several hours preparing to teach the class, particularly if you have not taught this course using these new materials.

- The <u>CAM Reference Guide</u> consists of supplemental information that candidates will use as reference materials and to prepare for the exam. Affiliates should consider having a copy of the Reference Guide available for the class to preview. The guide can be accessed on the Affiliate Resources page of the NAA website at http://www.naahq.org/learn/education/instructors/new-cam-instructor-resources and on the Candidate Resources page at http://www.naahq.org/learn/education/candidate-resources.

Classroom Preparation

- The materials for this course that you should have in the training room include:
    - Participant Workbook for each participant and one for the Instructor for each module
    - Facilitator Guide for the Instructor for each module
    - Creekwood Case Study
    - CAM Reference Guide – affiliate copy for previewing
    - USB Flash Drive containing PowerPoint slides and videos for each module
    - Sign-in form (to be turned in to the affiliate office at the end of class)

- The equipment needed in the training room includes:
    - Flipchart or whiteboard with stand and markers
    - Computer with audio and LCD to project PowerPoint slides
    - Screen or clear, light-colored wall
    - Microphone or sound system (if necessary)
    - Calculator (for Financial Management module)
    - Internet connection (for optional activity)

- To run the PowerPoint slides, open the course file and choose the Slide Show option. When running the PowerPoint presentation from the USB flash drive, an Internet connection is not needed.

- All videos play from within the PowerPoints. When you reach a screen that has a video embedded, click first on the screen and then click the Play arrow to begin the video. It may take a moment or two to load and before the arrow appears.

Exam Preparation and Resources

- The CAM exam is proctored and delivered online over a four-hour period. The exam contains 185 multiple choice items that test knowledge and application of content from ALL eight course modules. Note that instructors may not serve as exam proctors.

- The proctored exam is available at affiliate offices or may be taken on a candidate's own computer with a remote proctor. Refer students to the Candidate Handbook or their local affiliate for additional testing information.

- Knowledge Checks and answers are available at the end of each module for reviewing course material with students or independently.

- The CAM practice exam, course handouts, a quick reference guide for financial formulas, and a financial calculations worksheet are available on NAA's website under Candidate Resources at http://www.naahq.org/learn/education/candidate-resources.

- Participants receive a test eligibility code from the affiliate, which will be used with their NAA User ID to access the exam scheduling site. Eligibility codes are uniquely linked to the CAM exam and to the individual participant.

- The CAM credential is renewable annually on the anniversary date of earning the credential. Credential holders will submit a $100 renewal fee plus documentation of six continuing education credits (CECs) earned during the previous year.

Instructor Training

- NAAEI provides a three-day Advanced Facilitator Training (AFT) course for individuals who wish to enhance their facilitation skills and be recognized as NAAEI faculty.

- Faculty commit to volunteer 12 teaching hours each year to the local association.