

CAPS V1 Exam Sunsetting

NAA Affiliate or Education Provider Students FAQs

*This FAQ document only applies to students who took the CAPS V1 course with an instructor through an NAA Affiliate or education provider, **not** Visto online students.

CAPS FAQs

What is the difference between CAPS V1 and CAPS V2?

The course that you purchased to take through an NAA Affiliate or education provider is CAPS V1, which is the original Certified Apartment Portfolio Supervisor course. CAPS V2 is the updated version of the Certified Apartment Portfolio Supervisor course that was introduced for classroom training in September 2024. The CAPS V2 course contains important lessons in team management, leadership and asset management that are not included in CAPS V1.

Can I switch my course from CAPS V1 to CAPS V2?

No, you are not able to switch your course from CAPS V1 to CAPS V2. However, NAAEI is in the process of creating study materials for the CAPS V2 content that was not included in the CAPS V1 course. The study guide will be available to all CAPS V1 students for purchase in the summer of 2025.

Can I get a refund for the CAPS V1 course?

NAAEI does not manage course refunds on behalf of Affiliates or education providers. You will need to reach out to your course sponsor directly to inquire about a refund.

If I am unable to pass the CAPS V1 exam before September 30, 2025, how can I learn the new CAPS V2 material that will be on the CAPS V2 exam?

NAAEI is in the process of creating study materials for the CAPS V2 content that was not included in the CAPS V1 course. The study guide will be available to all eligible CAPS V1 students who have not yet passed the exam for purchase in the summer of 2025.

How long do I have to pass the exam and earn my CAPS credential?

If you purchased and took the CAPS V1 course through an NAA Affiliate or education provider, you have 6 months from the date of the first day of class to pass the exam and earn the credential. If you haven't passed the exam and earned the credential within 6 months from the date of the first day of class, you may purchase an extension for \$75 to earn an additional 6 months of candidacy. If you do not earn the credential within 30 months of the date of the first day of the class, no additional extensions are permitted, and you will have to purchase and complete the course again.

For example, if the first day of your CAPS V1 class was May 1, 2024, you had 6 months, until November 1, 2024, to take and pass the CAPS V1 exam. If you were unable to pass the exam by November 1, 2024, you would have needed to purchase an additional 6-month extension for \$75. If you are unable to pass the exam by November 1, 2026, which is 30 months from May 1, 2024, you will need to purchase the entire course again and start over.