

Upgrading from the Provisional CALP to the Full CALP in PACE

To be eligible for the full CALP credential, candidates must have at least 6 months of onsite property management experience in a leasing role. If they do not meet this experience requirement, they are eligible to earn the Provisional CALP.

Once the Provisional CALP is earned, the credential holder has 2 years from the date the Provisional CALP was earned to meet the 6-months experience requirement and upgrade to the full CALP credential. If the credential holder fails to submit the application and meet all requirements to upgrade to the full CALP within the 2-year window, they will be required to complete the program again. The Provisional CALP will expire after 2 years.

Follow the steps below to submit the application in PACE to upgrade from the Provisional CALP to the full CALP.

Start here: <https://my.naahq.org>. Log into your NAA account and click My Education Institute to access PACE.

1. The PACE portal home screen is displayed below. In the “Apply for New Credentials” tile, click on “Upgrade to full CALP credential.”

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute

PACE

Logout

Home Events Directory

Welcome to PACE!

The PACE portal is a one-stop shop for managing your credential applications, completions and renewals.

For more information about apartment industry credentials and their requirements, visit the [NAA website](#).

Visit the [Candidate Resources](#) page for exam prep information and instructions for how to schedule your exam.

For questions or customer support, contact education@naahq.org.

My NAA Profile

Click or drop an image here to update your photo.

Update your Profile

Apply for New Credentials

- Upgrade to full CALP credential
- Apply for CAMT
- Apply for CAM
- Apply for CAPS

2. Fill out all relevant fields on the application and click Continue.

CALP Enrollment - Upgrade from Provisional

To upgrade from a provisional CALP certificate to the full credential, you must complete at least six months of apartment leasing experience. Please complete the form below with your employer name, start date and supervisor's name. Previous employment information is optional.

Your employment history will be reviewed by staff and if approved, your credential will be automatically upgraded and a new digital badge will be sent to your email address. You will be contacted directly if more information is required.

Current Employment

Current Employer/Company Name

Current Employment Start Date

Current Supervisor or HR Representative Name

Previous Employment

Previous Employer/Company Name 1 [optional]

Previous Employment Start Date 1 [optional]

Previous Employment End Date 1 [optional]

Previous Employer/Company Name 2 [optional]

Previous Employment Start Date 2 [optional]

Previous Employment End Date 2 [optional]

3. Read the Credential Application Attestations and click the box next to “I agree to the attestations above” if you agree. Then click Continue. **Note** – you will not be able to continue the application if you do not agree to the attestations.

Home Events Directory

Credential Application Attestations

By signing this attestation for a credential with the National Apartment Association Education Institute (NAAEI), I acknowledge I have read and understand the eligibility criteria for this certificate. I understand I am subject to all eligibility requirements for this certificate as described in this application and that eligibility for this certificate depends on successful completion of specified certificate program requirements. I acknowledge that the version of the exam assigned to me will correspond to the application type I selected. NAAEI is not responsible for incorrect application type selections that may lead to sitting for an incorrect version of the exam.

If I receive a provisional certificate, I certify I will submit the required documentation to validate my professional experience, if applicable. I understand that NAAEI will only grant me a full certificate upon validation of my professional experience. If granted a full certificate, my name will be included in the official listing of certificate holders as maintained by NAAEI. By signing below, I authorize NAAEI staff and any appropriate Director of the NAAEI Board to make all inquiries and investigations they, in their sole discretion, deem necessary to verify my credentials, professional experience, and any other information included in or submitted with my credential application.

I expressly acknowledge and agree that any information accumulated by NAAEI through the credential application process may be used for statistical, research, and evaluation purposes and NAAEI may enter into agreements to release anonymous and aggregate data to employers or external researchers at their sole discretion and without additional notice to me or acknowledgment by me. Otherwise, subject to the mailing list authorization, all information will be kept confidential and shall not be used for any other purposes without my permission. I hereby certify the information provided on and with this application is true, complete, and correct. I further attest any misstatement of material fact submitted on, with, or in furtherance of this application for an NAAEI certificate shall be sufficient cause for NAAEI to bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; withhold this or other NAAEI certificates; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

I understand if my certificate record is audited, I will be required to submit documentation to support the information in my application. I further understand if I fail to submit supporting documentation, NAAEI can bar me from taking this and future NAAEI certificate examinations; invalidate the results of my examination; revoke this or other NAAEI certificates; and take other disciplinary action against me, including, but not limited to notifying my employers.

NAAEI credential marks indicate that credential holders have met the initial and ongoing certification requirements (as applicable). The credential mark is used by NAAEI credential holders as a distinctive visual symbol of a NAAEI credential that can be easily recognized by employers, colleagues, industry professionals and clients. In essence, credential holders should use this mark as a seal of quality and integrity, as it is a recognized symbol of professionalism that distinguishes credential holders from other industry professionals. The use of a NAAEI credential should only be used by credential holders who have maintained the required renewal of their certification (as applicable) and whose rights to use the credential have not been suspended or revoked. The credential mark must not be altered or modified in any way. It should not be used as any part of a company name or logo.

☐ I agree to the attestations above.

Back Cancel Save and Exit Continue

- Review the Credential Application Summary. If all information entered is correct, click Continue. If any information needs to be updated, click Back.

Credential Application Summary

Please review your application below. If everything looks correct, please click 'Continue.'

Certification Type CALP Enrollment - from Provisional	Application Type CALP Enrollment Fee
Current Employer/Company Name test	Current Employment Start Date 01/01/1985
Current Supervisor or HR Representative Name test	
Previous Employer/Company Name 1	
Previous Employment Start Date 1	Previous Employment End Date 1
Previous Employer/Company Name 2	
Previous Employment Start Date 2	Previous Employment End Date 2

Back Cancel Save and Exit Continue

- After clicking Continue, you will be taken to the Application Confirmation page. If you would like to print the page, click Print. If not, click Close. Your application has now been submitted for review by a member of the NAAEI team. They will review the

application and notify you by email within 48 business hours if the application was accepted or rejected. If the application was rejected, a reason will be provided.

Application Confirmation

Your credential application has been submitted. Once the list of requirements is complete, you will be able to schedule your exam. Credential training courses are available online through [Visto](#) or in person through a local training provider.

Certification Type

CALP Enrollment - from Provisional

Application Requirements

Application Requirement	Status
Has an active provisional CALP credential	Completed
CALP Enrollment Form submitted	Pending
6 months leasing experience	Pending

Product	List Price	Your Price	Tax	Qty	Total
CALP Enrollment Fee	\$0.00	\$0.00	\$0.00	1	\$0.00

Subtotal: \$0.00

Discount: \$0.00

Tax: \$0.00

Shipping: \$0.00

Total: \$0.00

