NATIONAL APARTMENT ASSOCIATION
Education Institute

CAMT Program Candidate Handbook

National Apartment Association Education Institute



CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

October 2026

National Apartment Association Education Institute (NAAEI)

CAMT
Candidate Handbook

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

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1. 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 rental 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.

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

2. CAMT Program at a Glance

Program Purpose

The purpose of the CAMT program is to prepare participants to effectively maintain, preserve, and enhance the physical assets of the property safely and efficiently, consistent with the objectives of property ownership and in compliance with federal, state and local law.

Program Scope

The CAMT program was developed for maintenance professionals who have the primary responsibility of maintaining, preserving, and enhancing the physical assets of a property safely and efficiently, consistent with the objectives of property ownership and in compliance with federal, state, and local laws.

Maintenance professionals should possess knowledge of regulations pertaining to personnel and property safety and fair housing, and comprehensive knowledge and skills in preventive maintenance, diagnosis, and repair, within the intended scope of responsibility.

Intended Learning Outcomes and Learning Objectives

The CAMT curriculum is based on the Skill Standards and ultimately prepares participants for the CAMT exam as well as for fulfilling their role in the field. The Skill Standards guide the participants toward the CAMT's intended learning outcomes described below. The CAMT program is accredited by the ANSI National Accreditation Board.

Domain I: Essential Trade Skills

Students will explain how to perform painting and sheetrock repair services correctly and in a timely fashion to ensure longevity and appearance of the asset.

Students will describe how to perform HVAC and mechanical repairs correctly and in a timely fashion to ensure safe operation of devices.

Students will describe how to perform electrical, plumbing, and appliance services and repairs correctly and in a timely fashion to ensure safe operation of appliances and devices.
Students will identify how to perform lock and key services and repairs correctly and in a timely fashion to ensure the safety and security of residents and staff as well as the protection of the property.

Students will explain how to process work orders correctly and in a timely fashion to ensure safe operation of appliances and devices while conforming to fair housing standards.
Students will describe how to perform customer service tasks according to company policy and procedure to ensure satisfactory customer service and to accomplish the owner's goals and objectives.

Domain II: Compliance

Students will discuss how to perform all maintenance activities in a safe and healthy manner to minimize damage to the person and property.

Students will explain how to perform all maintenance activities in accordance with company policy and procedure and in compliance with fair housing regulations to limit liability.
Students will describe their current knowledge of local, state, and federal codes through continuous education and research to ensure that all maintenance activities conform to requirements.

Students will determine how to perform all maintenance activities in an environmentally responsible manner to ensure compliance with local, state, and federal regulations.

Students will describe established reporting procedures for documenting maintenance activities in accordance with company policy and local, state, and federal regulations to create a detailed record that can be used in the investigation of claims.

Domain III: Facilities Operations

Students will explain how to maintain curb appeal and mitigate loss by performing daily property inspections and executing daily maintenance activities in accordance with company procedures to address and correct identified concerns.

Students will describe how to prepare recreational facilities and common areas using established procedures to maintain all operational components and ensure safety and health.

Students will summarize how to plan and implement a preventive maintenance program including scheduled service activities and follow-up inspections to ensure function and longevity and to minimize downtime and emergencies.

Students will describe the factors that contribute to correctly diagnosing whether products should be repaired or replaced to maximize net operating income.

Domain IV: Professional Development and Collaboration
Students will describe how to apply professional and technical skills to company policies and procedures as well as local, state, and federal laws and regulations to perform job duties competently.

Students will recognize appropriate patterns of behavior, communication, and appearance in accordance with prevailing community standards to comply with fair housing and business requirements.

Students will recognize how to communicate with internal and external customers in accordance with company policy to achieve clear understanding, facilitate daily operations and promote resident retention.

Students will be able to describe how to communicate with management, team members and contractors to ensure understanding, foster a positive work environment and present a professional image.

3. Program Requisites

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 apartment or rental housing maintenance experience;
    - If the candidate has not met this experience requirement before enrolling in the program, they will be eligible to earn the Provisional CAMT.
- Successful completion of the CAMT Curriculum, and;
- Score above the passing point (currently 68%) on the exam.

The passing point of the exam is subject to change based on regular reviews of the examination.

4. Program Basics

Candidacy Period: Six months
Exam delivery mode: Online via remote proctor
Number of Exam Items: 100 multiple choice questions
Time Allotted for Exam: Two hours 30 minutes

Program fee: determined by course provider
Exam Retesting Fee: $55.00
Credential Term of Validity: Lifetime
Training Course Length: An in-person training course may take anywhere between five and eight days, depending upon the instructor, the number of students, their preparedness and students' prior experiences. The blended format consists of one to four hours per module of online self-study, two to three days of virtual instructor-led training and two to three days of in-person instruction, depending upon the same circumstances.

5. Course Modules

The Credential Training Course teaches the following:

- Electrical Maintenance and Repair
- Plumbing Maintenance and Repair
- Heating Maintenance and Repair
- Air Conditioning Maintenance and Repair
- Appliance Maintenance and Repair
- Interior and Exterior Maintenance and Repair
- Online CAMT Soft Skills Training: A Day in the Life of a Maintenance Technician

CAMT certificate holders are required to complete the courses and demonstrate mastery of the concepts by obtaining a passing score on the course assessment.

6. Education Providers and Instructors

CAMT training is provided by education providers who have been approved by NAAEI to offer the program. Education providers include affiliate associations, member and nonmember companies, community colleges and workforce development programs. The sponsoring organization is responsible for ensuring that credible, informed industry professionals with training experience deliver the NAAEI certificate program and that they reflect the ideals of the certificate program.

CAMT instructors must be experienced housing maintenance professionals and hold a CAMT (or its equivalent) certificate. Exceptions may be made when an instructor has specialized professional or trade experience such as a licensed plumber or electrician who also has training experience.

7. Applying with NAAEI for CAMT

All candidates wishing to earn the CAMT certificate must create an account with NAAEI to receive an NAA ID and gain access to the Platform for Apartment Credential Engagement (PACE), the credential portal. You may enroll on the NAA website here. Without an NAA ID you will NOT be able to apply for the credential, check your application status or register for program examinations.

In addition to registering for the CAMT training course with your training provider, you **must** also apply for the credential on the PACE portal. You may submit your credential application before, during or after your training course.

Your unique e-mail address and password will serve as your entryway to the PACE portal. Preserve that information for future use. PACE gives you access to such information as certificate status, necessary fees, etc.

An application tutorial is available on the NAA website here.

Upon submission of credential application and payment of all necessary fees, candidates will see a receipt in their PACE account showing a balance of $0.00. Please note: this receipt does not confirm purchase of course materials, only the certificate application.

8. Candidacy Period and Extensions

Once you have applied with NAAEI, you will become a candidate in the CAMT certificate program. Each candidacy period is six months, beginning your class's start date. Within this 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 six-month candidacy period; your application will expire.

A candidate who is unable to complete the program requirements within the candidacy period of six months may extend this period by an additional six months for a fee of $75 per expired candidacy period. An extension request may be granted within two years from the original date of candidacy expiration.

Candidates are limited to a maximum of four extensions. If the candidate is unable to complete the program two years after the original expiration date, they must retake the entire credential program.

9. Examination Procedure

Once credential program experience and training requirements have been met, candidates may submit a request to schedule their examination in PACE. Candidates will receive an email with login credentials for the Meazure Learning exam scheduling

website. Meazure Learning is NAAEI's partner in administering and scoring examinations.

All CAMT examinations are proctored. Candidates may take their exams either online utilizing live remote proctoring (LRP), onsite with their training provider if the option is available, or at a Meazure Learning testing center. Choosing to take an examination online via LRP 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 Meazure Learning'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 LRP, candidates must have computers with webcam and audio capabilities.

If the exam is taken in person, it will still be taken on a computer, but the proctoring will be conducted by a certified proctor.

10. Requesting to Schedule Your Exam

To schedule an examination, candidates must complete all credential application requirements, including training, experience, and any relevant fees. To initiate the scheduling process, candidates will log into PACE, click "Check application status" on the relevant in-progress application and then click "Successfully complete exam" on the Application Requirements page. A Request to Schedule Exam option will appear. Once the scheduling request is submitted, candidates will receive a Notice to Schedule email from Meazure Learning with login credentials for the scheduling site.

Whether testing at an education provider's site or through LRP, exams are scheduled through Meazure Learning's scheduling system.

For your convenience, NAAEI has prepared detailed instructions for scheduling and taking the exam. Instructions can be found here.

11. Exam Cancellation and No-Show Policy

An exam candidate is responsible for the cancellation or rescheduling of an exam. For exams scheduled via LRP, the exam appointment must be cancelled or rescheduled more than 24 hours before the appointment time. Within 24 hours of the appointment, no changes can be made and the candidate will be charged a non-refundable retake fee for rescheduling. The candidate must contact education@naahq.org to submit a new exam request.

For exams scheduled at Meazure Learning testing centers, the exam appointment must be cancelled or rescheduled at least 48 hours before the appointment time. Exam candidates that reschedule before the 48-hour timeframe will be charged a $50 nonrefundable rescheduling fee. Within 48 hours of the appointment, no changes can be made and the candidate will be charged a non-refundable retake fee for rescheduling.

12. Taking Your Exam – What to Expect, Candidate Identification and Exam Security Meazures

All CAMT exam candidates are to provide proof of identity at the time of testing to ensure proper identification. Please bring a government-issued ID that contains the same name as the one that you are registered for the exam.

Additionally, to ensure exam security and integrity, NAAEI requires that all CAMT candidates access the exam through a proctored environment with appropriate computer lockdown procedures.

Candidates taking the exam in person should arrive at least 30 minutes before the scheduled exam time. Candidates testing via LRP 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	Not Acceptable
* Valid driver's license	* Gym membership card
* Valid passport	* Warehouse membership card
* Government-issued identification	* Any identification with signature only
* School ID with a photo	* Credit card

If you are taking the exam in person, you may receive scratch paper and a pencil to use while you are taking the exam. Exam proctors will collect the scratch paper for shredding and pencil when you are finished taking the exam. No exam materials may be taken from the testing location.

Scratch paper is not permitted during live remote proctored exams. Instead, LRP candidates may bring a whiteboard and dry erase marker to use during the exam. There is also an online notepad called Open Notes available on the exam platform for candidates' use. An onscreen calculator is also available.

Other prohibited Items include hats, hoods, or other headwear are not permitted in the examination room or via LRP unless required for religious purposes. All items are subject to inspection by the proctor if suspicious behavior is detected.

For a detailed walk-through of the entire check-in process, including videos that show what to expect, please go to the What to Expect support page. Also provided is a list of What is Allowed and What is Not Allowed in an online proctored exam.

The Test-taker Resource Center details system requirements for test takers and provides a full video showing the test-taking experience, FAQs, and a link to Meazure Learning's Help Center.

We have also provided sample versions of the Notice to Schedule and Exam Confirmation emails that LRP scheduled test-takers can expect to receive from Meazure Learning.

Candidates with questions regarding this process or online proctoring can contact Meazure Learning's Candidate Services team at

candidatesupport@meazurelearning.com or by phone at 919-572-6880, available M-F 8:30am-5:30pm and Saturday 8:30am-4:00pm Eastern Time.

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

13. Practice Exams

A practice CAMT test is available at here. The practice tests will familiarize participants with the types of questions that are included in the credential exams. The Meazure Learning Platform Demo is intended to provide experience with the test delivery software and item types used in the actual exam. The demo is not scored and the answers to questions on the demo are not released nor are they predictive of a score on an actual exam. The demo is not to be used as a study guide for the exams.

14. Requesting Special Accommodations

If you require special accommodation(s) during the exam, please indicate your request at the time you submit your enrollment with NAAEI. 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.

Exam accommodations may be requested during the exam scheduling process in the PACE portal. The request must include the specific accommodation you request as well as supporting documentation from a physician 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.

15. 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.

16. Exam Results and Scoring

Upon completion of your exam, you will receive your results immediately. The status of your exam (passed or failed) will update in PACE 24 hours after taking the exam. If you pass your exam and have completed all other CAMT program requirements, you will receive an e-mailed invitation to obtain your digital badge within one week. You may also print your certificate and wallet card from the BadgeCert site.

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 and would like to retake the exam, log into PACE to request a retake. Retake requests are available within PACE beginning 24 hours after the exam is taken. Once a retake exam request is submitted through PACE, a new Notice to Schedule email will be sent to the email address on file from Meazure Learning with new login credentials to complete the retake exam scheduling.

Your pass/fail exam result **will be shared** with your training provider 24 hours after the exam is taken via PACE.

If you experience a technical difficulty while taking your exam and it results in a failing grade, Meazure Learning may review the nature of the difficulties, and subsequently, the exam retake fee may be waived.

The passing scores of all exams are set at a level that represents the minimum knowledge and skills a candidate must demonstrate to be awarded the credential. Passing scores are set through vigorous statistical processes that involve industry experts, psychometricians, and NAAEI staff.

For the CAM and CAPS exams, scaled scores are presented to candidates. For detailed information about CAM and CAPS exam scaled scoring, please visit this link on the NAA website.

17. 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 Meazure Learning. 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.

18. 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.

The purpose of the comprehensive exam is to assess the knowledge and skills gained through the training program (e.g. training and requirements), which uses a data-informed exam blueprint as the foundation for the training content and exam. A combination of student experience and the training will assist in preparing for the examination. Exam specifications include all the major areas of expertise determined as necessary by the job task analysis plus a percentage allocation of questions from every area of expertise on the exam.

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 About the Online Exams page of the NAA website.

19. Feedback on the Testing Experience

Following completion of the exam, candidates will be asked to provide feedback on their testing experience. In addition, candidates may also submit any comments on any exam question(s) that you think contain errors in content. NAAEI will review the challenge, and you will be notified of the findings.

Direct exam comments in writing to education@naahq.org or by using the credential feedback form within 30 days of your test date. NAAEI does not respond to complaints that request corrective action by NAAEI if received more than 30 days following your test date. In your correspondence, include your contact information, test date, and your specific concerns.

Due to exam security needs, NAAEI will not release the actual exam questions or answers to candidates. Please note that regardless of the nature of your concern, the exam outcome will NOT be changed.

Please see Section 27. "Complaints and Appeals Process" for more information regarding this process.

20. 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.

If your name or address changes, you may update your contact information by visiting our website at www.naahq.org and logging into your account.

NAAEI adheres to the data privacy policies of the National Apartment Association, available here.

21. 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 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.

- Do not 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.

22. Retaking an Exam and Relevant Exam 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. To schedule an exam retake, log into the PACE portal and request a retake from the Application Requirements page.

23. Certificate, Designation and Digital Badge

Once all program requirements are met, inclusive of completing the CAMT training, passing the CAMT exam and meeting the experience requirement, you will be granted a CAMT certificate. The CAMT certificate does not expire, has a lifetime term, and does not require renewal. By earning the CAMT certificate, you may also use the CAMT designation per Section 29. You will receive an e-mailed invitation from certs@naahq.org to obtain your digital badge and print out your certificate and wallet card on the BadgeCert website – NAAEI's provider of digital badging.

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 or in the email signature line. It features the badge's issuing organization, the type of certificate earned, its expiration date, and the knowledge and skills it confirms.

Additionally, your name will be added to an online public directory on the NAAEI website. The certificate holder, and other invested parties, may access this directory to determine the validity of a certificate.

NOTE: Obtaining the CAMT certificate does NOT make the certificate holder "licensed" or "certified" for any activities. The CAMT designation asserts that an individual took the CAMT training course and passed the assessment following it.

For questions or concerns regarding digital badges, contact education@naahq.org.

24. 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 badge and certificate. A full certificate will be issued once the experience requirement has been met.

Provisional credential holders have two years from the credential earned date to upgrade to the full credential. Proof of sufficient employment experience must be submitted via PACE within two years, or the provisional credential will expire.

25. Apartment Institute for Maintenance Excellence (AIME)

The AIME membership program discontinued on January 31, 2026. As of that date, no AIME renewal or reinstatement applications will be accepted or processed. AIME members who are active as of the sunset date will retain their active status through December 31, 2026, when the program will officially retire.

Please note that participation in the AIME membership program is voluntary and does not impact your Certificate for Apartment Maintenance Technicians (CAMT) status.

26. Refunds

Students' direct refunds are handled by the relevant training provider and the refund policy is up to their discretion. Examination fees, renewal fees and reinstatement fees ARE NOT refundable.

No refunds will be issued to students in the National Training Program. If the student chooses to drop the class and the organization cannot replace their seat, they may receive credit towards another National Training course, valid for one year.

27. 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, cheating on the exam, or not completing the certificate curriculum, and the NAAEI's investigation confirms this claim, the certificate will be invalidated. This decision may be appealed in writing within ten (10) days of the decision by the certificate holder, leading to further review. If an appeal is submitted for deliberation, the appellant will be notified of the decision within ten (10) working days of the decision. The notification will be delivered by e-mail. Please refer to NAAEI's Investigation Procedure regarding this process.

28. Complaints and Appeals Process

Any complaints requesting corrective action by NAAEI must be received in writing and may be submitted by any stakeholder, including applicants, education providers, instructors, etc. A feedback form is available in the back of this Candidate Handbook, and any member of the staff may receive the complaint. There are two primary categories of complaints and how they are addressed may differ based on the situation. NAAEI's primary complaint categories are 1) testing experience and 2) meeting program requirements. The following outlines how each is handled.

1) Testing Experience Complaints

Following completion of the exam, candidates may also submit, in writing, comments on any exam question(s) they believe contain errors in content. Due to exam security needs, NAAEI will not release exam questions or answers to candidates. NAAEI will not respond to test-related complaints and appeals received more than 30 days following a test date.

2) Complaints Regarding Meeting Program Requirements

If NAAEI receives a complaint in writing that a certificate holder did not meet all the CAMT program requisites, the complaint will first be investigated by NAAEI staff, who will evaluate the allegation considering any available information to ascertain whether

there is cause to investigate further. Staff will follow the procedures outlined in the Investigation Procedure manual. Reasons for investigation may include, though are not limited to, claims of cheating on the CAMT exam, falsifying apartment industry experience, or not completing the CAMT curriculum.

Complaint and Appeal Procedures

All complaints and appeals will be reviewed within 30 days of receipt, and if necessary, further investigated. If a complaint requires a resolution, it will be conducted by a Review Panel comprised of persons different from those named or involved in the initial complaint. Additionally, should an appeal be submitted, then the members of the appeal Review Panel are to be different from those on the initial Review Panel and those involved in the complaint.

Whether a complaint or appeal requires a resolution or not, the result of the review will be communicated to the original complainant within ten (10) working days. A resolution of a complaint or an appeal may **never** include an artificial change of the assessment result.

29. Certificate and Designation Use

Individuals who have earned an NAAEI certificate also may use the appropriate designation and acronym after their names. The designation and certificate may not be used to imply that a company or firm has been awarded this certificate. This certificate belongs to the individual and is not transferrable. In addition, certificate holders may not use words like “certified”, “accredited”, or “licensed” in association with their CAMT certificate. Use of the designation and certificate by individuals who have not been awarded the certificate is expressly prohibited.

Certificate holders are 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.

If you use the program logo, then it 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.

CAMT

CERTIFICATE FOR APARTMENT MAINTENANCE TECHNICIANS

CMYK 50/0/100/0
RGB 141/198/63

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

Annex 1

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 Meazure Learning throughout the entire process.

Are the exams proctored?
Yes, all exams are proctored. Your local education provider reserves the right to proctor in-person exams. Otherwise, students will take the exam at home on a personal computer with a live remote proctor.

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 here. On this page there is also a Meazure Learning Platform Demo to familiarize you with the exam platform. The questions on the demo are not to be used as study material.

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.

When will I get my results?
You will get your results immediately after taking the exam.

When will my local education provider be notified that I have passed an exam?
Your training provider may access your pass/fail status through the PACE portal.

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 accommodation when taking a certificate exam?
Please submit a Request for Accommodations on the PACE portal.

Who do I contact if I have technical questions related to the Meazure Learning testing system?
For technical problems related to the Meazure Learning testing platform, please contact Meazure Learning directly at (919) 572-6880 during their normal business hours, 8:30 a.m. - 5:30 p.m. ET, Monday – Friday.

Who do I contact if I have questions related to the administration of the exam?
Please contact Amy Allen at aallen@naahq.org

Have more questions? Contact the NAAEI Staff toll free at 833/86-MYNAA or education@naahq.org.

NAAEI Credential Program Feedback

I am providing feedback on the following Credential (Circle One):



- ☐ NAAEI Credential Candidate
- ☐ NAAEI Credential Holder
- ☐ Instructor
- ☐ Property Manager
- ☐ Corporate Property Management Professional
- ☐ Independent Rental Owner
- ☐ Maintenance Technician
- ☐ Other On-Site Professional
- ☐ NAA Affiliate Staff
- ☐ 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 or by mail to 4300 Wilson Boulevard, Suite 800, Arlington, VA 22203.