NATIONAL APARTMENT ASSOCIATION
Education Institute

Certificate Program Candidate Handbook

National Apartment Association Education Institute



CALP
CERTIFIED APARTMENT LEASING PROFESSIONAL®

CAM
CERTIFIED APARTMENT MANAGER®

CAPS
CERTIFIED APARTMENT PORTFOLIO SUPERVISOR®

October 2026



National Apartment Association Education Institute (NAAEI)

CALP, CAM and CAPS Candidate Handbook

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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 and credential program has been tailored to meet the ever-changing needs of today's multifamily housing professionals.

Learning about Credential Programs

NAAEI plays a key role in providing continuing education for multifamily housing professionals. Programs include both specialized courses and structured curricula designed to result in industry credentials. NAAEI credential holders earn a nationally recognized credential that assures employers that they have mastered core competencies.

Diversity and Inclusion

NAAEI embraces diversity and values the creation of opportunities for everyone. 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.

The Credential Programs

Credential programs build proficiency and support professionalism in specific areas of apartment housing management. Each credential program consists of a training course taken online or in a classroom AND an examination.

All our training courses undergo annual review so the material remains accurate and timely. NAA's affiliated Apartment Associations are equipped to deliver these courses locally. Credentials are earned after completing the coursework, meeting the experience requirements and passing the exam.

The following credentials are offered by NAAEI:

Certified Apartment Leasing Professional (CALP)
Certified Apartment Manager (CAM)
Certificate for Apartment Maintenance Technicians (CAMT)
Certified Apartment Portfolio Supervisor (CAPS)

Micro-credentials (Paused in 2026)

Micro-credentials provide an opportunity to deepen knowledge, enhance skills, and differentiate yourself from the crowd by adding specialties to your previously earned credentials. Each micro-credential features a two-hour training course and exam.

For CAM credential holders: Student Housing

For CAMT certificate holders: CAMT + E (energy efficiency) and CAMT+ L (leadership)

The following credentials have been sunset by NAAEI:

Certified Apartment Supplier (CAS) - CAS designates must renew their CAS credential annually. Renewal requirements are found below in the Credential Program Overview.

Independent Rental Owner Professional (IROP) - The IROP credential does not contain a renewal component. IROP credential earners hold the designation for life.

Credential Program Overviews

	CALP	CAM	CAPS	CAS
Candidacy Period	6 months	6 months	6 months	
Extension Period	4 extensions 6 months each	4 extensions 6 months each	4 extensions 6 months each	
Extension fee	$75	$75	$75	
Industry Experience Requirement	6 months Individuals without this experience may earn Provisional certificate.	12 months	24 months as Multi-site Supervisor OR CAM +24 months as Apartment Manager	
Number of Exam Items	120	185	185	
Time Allotted for Exam	2 hours	4 hours	4 hours	
Exam Retake Fee (for failed exams)	$60	$100	$100	
Credential Term of Validity	1 year	1 year	1 year	1 year
Credential Renewal Fee	$75.00	$125.00	$125.00	$100.00
CECs Required for Annual Renewal	5 CECs	8 CECs	8 CECs	5 CECs
Credential Reinstatement Fee (after grace period of 90 days)	$50.00 + renewal fee(s) total for length of time credential has been inactive	$50.00 + renewal fee(s) total for length of time credential has been inactive	$50.00 + renewal fee(s) total for length of time credential has been inactive	$50.00 + renewal fee(s) total for length of time credential has been inactive

Credential Training Course Requirements

CALP	CAM	CAPS
Bringing in New Residents: Be Prepared (3 hours)	Industry Essentials (2-3 hours)	Client Services and Stakeholder Relations (5-6 hours)
Marketing and Maintaining Your Community (2.5 hours)	Property Maintenance (5-6 hours)	Measuring Asset Performance (5-6 hours)
Why Your Competition Matters (2.5 hours)	Legal Responsibilities and Risk Management (6-7 hours)	Talent Development (2-3 hours)
Relevant Laws and How to Apply Them (3 hours, 45 mins)	Marketing (4-5 hours)	Leadership (2-3 hours)
The Sales Process and Building Relationships (3 hours)	Managing Teams (5-6 hours)	Investment Management (5-6 hours)
Effectively Meeting the Needs of Current Residents (3 hours)	Leading People (3-4 hours)	
Market Analysis for Leasing Professionals (2.5 hours)	Investment Management (5-6 hours)	

Applying to an NAAEI Credential Program

All candidates wishing to earn an NAAEI credential 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 can create an account on the NAA website here. Without an NAA ID you will NOT be able to apply for a credential, check your application status or register for program examinations.

Whether registering for an in-person credential training course with your local training provider or taking the course online through GowithVisto.org, you **must** also apply for the credential on the PACE portal. For in-person training, you will be added to a class roster by your education provider, and your candidacy will begin on the class start date. For online training, your candidacy will begin the day you purchase the full credential course or one of the course modules. You may submit your credential application before, during, or after your training course.

Your unique e-mail address and your password will serve as your entryway to the PACE portal. Preserve that information for future use. PACE gives you access to such information as renewal dates and applications, necessary fees, and CEC submission.

An application tutorial is available on the NAA website here.

Upon submission of credential application and payment of all necessary fees, candidates for all programs 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 credential application.

Candidacy Period and Extensions

Once you have applied for a credential with NAAEI through PACE and either registered for a credential course with a training provider or purchased the full course or a course module online through Visto, you become a candidate for a chosen credentialing program. Each candidacy period is six (6) months, beginning either on your class start date or on the purchase date of either the full course or a course module online through Visto. Within this time period, all requirements of the credentialing program must be met. 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 credential within the six-month candidacy period, your application will expire.

A candidate who is unable to complete the credential 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 date of the original 6-month candidacy expiration date.

Candidates are limited to a maximum of four extensions. If the candidate is unable to complete the program after two years from the original 6-month candidacy expiration date, they must retake the entire credential program, including paying for the course, completing the training and passing the exam.

Examination Process

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 NAAEI 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.

Requesting to Schedule Your Exam

To schedule an examination, candidates must have completed 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. These instructions can be found here.

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.

Taking Your Exam

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 thru 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

Practice Exams and Meazure Learning Platform Demo

Practice tests are available here for the CAM, CAPS and CALP programs. 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.

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. An 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 accommodations 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, candidates must submit accommodation requests through PACE at least 30 days prior to their preferred exam date. 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. 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 credential 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.

Exam Content

All examination content is created by subject matter experts (SMEs) who are highly familiar with the work of the individuals who earn NAAEI credentials. 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 required in the jobs of credential holders, as well as the knowledge and skills necessary for demonstrating an 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 the content 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 more detailed explanations of the content of each credential exam.

Interpreting Score Reports

NAAEI programs are designed to prepare candidates for competent performance in their jobs. All training courses are based on the outcomes of a job task analysis or Skill Standards which contain critical knowledge, skills and abilities expected to perform 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.

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 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 here.

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 credential 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 any time within your candidacy period, and as many times as you wish. The retake exam fees are listed in the table on page 2. To schedule an exam retake, log into the PACE portal and request a retake from the Application Requirements page. Retake requests are available within PACE beginning 24 hours after the previous exam start time. 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.

Credential Status

Upon completion of all credential requirements, credential holders receive an email invitation to claim a digital badge. Please note that all NAAEI credentials renew annually. Therefore, certificates, wallet cards and digital badges are valid for one year.

A digital badge is a visual indicator of your achievement and will enable you to share your accomplishment through social media, email, websites and digital resumes. The digital badge may be placed next to your name on your resume, or in the signature line of your email. It features the badge's issuing organization, the type of credential earned, its expiration date, and the knowledge and skills it confirms.

Candidates who have successfully completed all requirements for a credential will receive an email from certs@naahq.org with a link to obtain the digital badge. This link also may be used to view, save or print a PDF of the credential holder's certificate and wallet card.

Additionally, the credential holder's name is added to an online directory on the NAA website. The credential holder and other invested parties may access this directory to determine the validity of a credential. Credential holders also may log in to their PACE account or contact NAAEI staff via phone and e-mail to determine the remaining period of validity for their credential.

For questions or concerns regarding digital badges, please email education@naahq.org or call (833) 86-MYNAA.

Provisional Certificates

Individuals who have not met the required experience requirement for CALP or CAM may still apply for the CALP or CAM credential. 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.

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 and the candidate must retake the course and exam to earn the full credential.
Instructions on upgrading from the provisional to full credential for CALP and CAM can be found on the Candidate Resources page of the NAAEI website.

CAPS Direct

CAPS Direct allows you to earn your CAPS credential without completing the CAPS coursework, provided you fulfill specific criteria. CAPS Direct is also available to former CAPS credential holders who have allowed their credential to lapse for more than five years. The fee for CAPS Direct is $750, which includes the CAPS eBook and initial exam fee.

To qualify for CAPS Direct, candidates must meet two of the following three criteria:

1. Hold a Bachelor's or Master's degree with a major, minor or concentration in property management or real estate.
2. Hold a current CPM designation.
3. Have over five years of experience as a multi-site portfolio supervisor.

The application for CAPS Direct is available on the PACE portal. Once approved by NAAEI staff, CAPS Direct applicants must complete the exam successfully within six months of the date of approval. The date of approval signifies the candidacy start date.

CALP, CAM, CAPS and CAS Credential Renewal Requirements

Each NAAEI credential must be renewed annually. To renew a credential, a credential holder should:

- Log into PACE and initiate an online renewal application. The renewal application will be available starting 90 days before the current credential term will end.
- Pay the renewal fees as indicated.
- Submit documentation of all necessary continuing education credits (CECs) by uploading them to the CEC Activities section of PACE. CECs may be uploaded at any time throughout the year and qualifying CECs will be applied automatically to the relevant renewal application(s). CEC completion documentation includes completion certificates, letters of completion from the provider or other evidence of having completed the CEC activities. Full documentation requirements and CEC guidelines can be found on the NAA website.

Note that renewal and reinstatement fees, as well as CECs are accepted only through PACE. Mailed or emailed payments or CECs will not be accepted.

A portion of all renewal and reinstatement applications will be audited each year. You will be notified if your application has been flagged for audit. You may be asked to provide additional documentation of continuing education activities. If you do not meet the renewal requirements during the audit process, then your renewal is not complete. You will be contacted to provide additional documentation. If you do not successfully complete the renewal or reinstatement due to missing payment and/or insufficient CECs by the required date, you will follow the reinstatement process outlined in this handbook.

Rules of Submission for CECs

All CECs required for the renewal period should be earned during the certification term plus the grace period following it: a total of 15 months from the day you obtained your credential or the date of a previous renewal.

One contact hour or 50 minutes of education programming or instruction (breaks and meals excluded) is equivalent to one CEC. Credential holders may submit partial credit for shorter courses that have been approved by NAAEI or its official CEC partners in 15-minute increments, i.e., a 30-minute course equals 0.5 CEC and 1.5-hour courses earn credential holders 1.5 CECs.

Individuals who hold multiple NAAEI credentials may use the same CECs for renewal of all credentials so long as the CEC activity date(s) fall within the CEC eligibility window

outlined for each credential on the CEC submission page of an individual's PACE portal. The total number of CECs that you must report is also indicated on the CEC submission page of an individual's PACE portal, as well as listed in the table on page 5.

Sources of In-network CECs
A minimum of one half of your required CECs per renewal period must be attained by participating in NAA, NAAEI or NAA affiliate courses, seminars, programs or activities. These include:

- Any courses offered by your local affiliated apartment association
- NAAEI-approved courses offered live or online through Visto (note: this is the only Grace Hill platform that qualifies as in-network CECs)
- Apartmentalize and other NAA conference sessions (live or recorded)

A maximum of three CECs can be reported from the association participation activities below:

- Participating in apartment industry legislative events
- Instructing NAA, NAAEI or NAA Affiliate courses without compensation
- Serving on NAA, NAAEI or NAA Affiliate boards and committees

Sources of Out-of-network CECs
The other portion of your required CECs may be obtained by participating in the following programs or activities.

- Courses from housing organizations (e.g., IREM and NAHMA)
- Courses approved by State Real Estate Boards
- Courses from accredited colleges and universities
- NAAEI-approved online courses from NAA Partners
- NAAEI-approved Grace Hill Vision courses

A maximum of two CECs can be reported from the industry participation activities below:

- Serving on boards, commissions and committees related to the housing industry
- Instructing apartment industry courses without compensation
- Writing articles published in apartment industry publications without compensation

Corporate in-house training courses and training that does not meet the criteria listed above are not accepted for continuing education credit.

All documentation must include your name, the name or logo of the training provider, training dates, the session title and the number of CECs offered.

Accepted documentation for education programs includes:
- Certificate of course completion
- Transcript or exam results
- Receipt of payment for education program showing number of CECs earned
- CEC reporting form signed by NAA affiliated apartment association staff (available online at naahq.org/renew-credential)

Accepted documentation for association participation activities includes:

- Copy of page in directory or newsletter listing board/committee members
- Copy of letter sent to credential holder to confirm board/committee appointment
- Copy of published article
- Copy of ad, flyer or program listing course description, instructor and contact hours
- Copy of letter sent to confirm training assignment

Renewal and Reinstatement Policies and Fees

Credential renewal reminders are emailed to credential holders 90 days before renewal applications are due each year. There is a grace period of three months following the credential expiration date, when the renewal fee and CECs may still be submitted without penalty.

Reminder e-mails will be sent to credential holders monthly for up to three months following the expiration date of the credential.

If renewal fees are unpaid after three months, a **$50 reinstatement** fee will be added to be paid along with the credential renewal fee(s) total for the length of time the credential has been inactive. The status of your credential will be changed to INACTIVE during this time.

If ALL due renewal and reinstatement fees and CECs are not received by the fifth anniversary of the credential end date, the credential status will be changed to EXPIRED. Once that happens, the only way to obtain a reinstatement is to meet all requirements of the program again, including purchasing the course, completing the training and passing the exam.

Please note: Earning an NAAEI credential is a huge investment of time, effort and money on your part. Do not lose your valuable credential and protect your investment by renewing your credential on time.

Refunds

If you took your training through an education provider, the refund policy on the training courses is determined by the course sponsor. For online courses provided by Visto, you may request a refund and a cancellation of your online credential course within seven (7) days from the date of payment. No refunds or cancellations will be granted on courses that have already been started. Your refund will be the purchase price less a $75 administrative fee.

Please note that examination fees, renewal fees and reinstatement fees **ARE NOT** refundable or transferrable.

Invalidation of a Certificate

If NAAEI receives a complaint in writing that a credential holder did not meet all the requirements of a credential by falsifying apartment industry experience or not completing the credential curriculum, NAAEI will follow its Investigation Procedures This investigation may result in the invalidation of the certificate.

Certificate and Designation Use
Individuals who have earned an NAAEI credential may use the appropriate designation and credential acronym after their names. The designation and certificate may not be used to imply that a company or firm has been awarded this credential. Use of the designation and credential by individuals who have not been awarded the credential or who have not maintained the credential is expressly prohibited.

Name and Address Changes
You may update your contact information by visiting our Web site and logging into your NAA account.

NAAEI Credential Holder Logo Usage
All NAAEI credential holders with a valid and current certificate are permitted to use the appropriate credential logo for their own professional use on stationery, business cards and letterhead.

Credential holders are also permitted to use the acronym that is associated with the completed program following their name on any document, presentation or Web site. This acronym or acronyms may be used to signify the professional certificate.

The words spelling out the credential obtained (such as Certified Apartment Manager) 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.

Any 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 formulas or in black and white. No other colors or shadings are acceptable.



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

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



CMYK 0/100/70/0
RGB 236/0/68

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



CMYK 81/12/1/0
RGB 0/168/226

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



CMYK 0/30/95/0
RGB 255/184/29

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

Questions
If you have any questions, please contact NAAEI by phone at 833-86-MYNAA or by email at education@naahq.org.

4300 Wilson Blvd, Suite 800
Arlington, VA 22203
Phone: 833.86.MYNAA
www.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?
CALP: 120 questions; timed for 2 hours
CAM: 185 questions, 4 hours
CAPS: 185 questions, 4 hours

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 apartment association reserves the right to proctor in-person exams. Otherwise, candidates 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. Practice exams are available for the CAM, CAPS and CALP programs. NAAEI also has made "Skill Checks" from each curriculum available as a study guide for students. This material is free of charge and downloadable from the NAAEI Candidate Resources page by clicking on the credential that you are planning to earn; the skill checks are listed under each credential.

When will I get my results?
You will get your results immediately after taking the exam. PACE will reflect the status of the exam (passed or failed) 24 hours after the exam has been taken.

When will my training provider be notified that I have passed an exam?
Your training provider will receive your pass/fail status on a report that is available in PACE. The report will reflect the status of your exam 24 hours after the exam is taken.

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 apply for accommodations via the Request to Schedule Exam section on PACE. Supporting documentation is required.

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 and 8:30 a.m. - 4:00 p.m. ET on Saturday.

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 by email at 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.