THE DISTINCTION OF A NAA DESIGNATION!

Today's narrow operating margins require maximum returns on every investment—including personnel. There has never been a time when knowledge, professionalism, performance and results have made a bigger difference!

Now is the time to stand out from the rest of your industry peers. A nationally recognized NAA designation after your name signifies you have made a meaningful commitment to professional excellence. You are successful, competent, commanding the respect of your peers and will be recognized as an accomplished professional by potential employers across the country.

EARN RECOGNITION AS AN INDUSTRY PROFESSIONAL

The promotion of professional education is a cornerstone of NAA activities. The NAA designation programs are distinguished across the country as the only education offering that is national in scope and geared for all onsite personnel and their supervisors. NAA offers six designations.

- **CAM** Certified Apartment Manager
- NALP National Leasing Professional
- **CAPS** Certified Apartment Property Supervisor
- **CAS** Certified Apartment Supplier
- **CAMT** Certified Apartment Maintenance Technician
- **CAMT II** Certified Apartment Maintenance Technician II

If you are actively engaged in the apartment industry, achieving a NAA designation signifies your commitment to the advancement of professional property management and your professional development. These certifications enhance your industry experience and increase your knowledge and effectiveness in the apartment industry.

CONTINUING EDUCATION

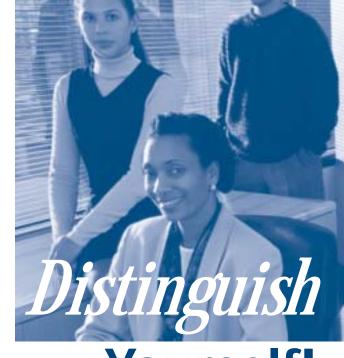
Government policies and regulations are constantly changing. Technology, the economy and market conditions affect our work. It is vital that the NAA designate stay abreast of emerging issues and changes in the marketplace. A requirement for continuing education supports NAA's emphasis on lifelong learning. One continuing education credit equals one hour of instruction or training. The education credits generally come from industry courses, but also may be earned through service to the local affiliate and other education activities.

GIVING BACK

NAA designates are encouraged to return to their local affiliates and offer their knowledge and expertise through instruction, committee work and community service programs. As providers of housing to more than one-third of the nation, apartment owners and managers play a significant role in their communities. NAA's designates serve as models and mentors for the very best in industry expertise and dedication.

RENEWAL

NAA designations are renewable each year in January with the payment of annual dues and the report of continuing education credits.



Yourself!

with a NAA Designation



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CERTIFIED APARTMENT MANAGER (CAM)

Candidacy

The CAM candidate must have one year of apartment industry experience and complete the curriculum and the Community Analysis paper. The candidacy period is two years.

Curriculum

Ten CAM modules cover: marketing, fair housing, risk management, financial management, legal responsibilities, human resources, residential issues, maintenance and technology. The 10th module is a preparation workshop for the completion of the final project—a comprehensive Community Anaylsis paper.

Recommended Course Hours: 63.

NATIONAL APARTMENT **LEASING PROFESSIONAL (NALP)**

Candidacy

The NALP candidate must have six months of apartment industry experience and complete the curriculum and present a Market



Survey study. The candidacy period is one year.

Curriculum

Seven NALP modules cover: personal keys to success, technology, demonstration skills, resolution of objections, legal aspects, telephone presentation skills, rental policies and procedures, and interviewing and qualifying skills.

Recommended Course Hours: 25.

CERTIFIED APARTMENT PROPERTY SUPERVISOR (CAPS)

Candidacy

CARS The CAPS candidate must have two years of experience as a multi-site supervisor or a CAM designation plus two years of industry experience. The candidate must complete the curriculum, earn 500 points on the CAPS application and pass a final examination. The candidacy period is two years.

Curriculum

Eight CAPS modules cover: marketing, risk management, financial topics, property evaluation, acquisition and renovation, human resource management, legal aspects, property maintenance and technology.

Recommended Course Hours: 54.

CERTIFIED APARTMENT SUPPLIER (CAS)

Candidacy

The CAS candidate must complete the CAS Candidacy Application and Agreement and complete the curriculum. There is no experience requirement.

Curriculum

The CAS curriculum mirrors the 10 CAM modules and the CAS candidate will choose four of the CAM modules to complete. Three courses are required: marketing, risk management and financial management. The fourth program is an elective and may be any of the other CAM programs, except Community Analysis.

Recommended Course Hours: 30.

CERTIFIED APARTMENT MAINTENANCE TECHNICIAN (CAMT)

Candidacy

The CAMT candidate must have one year of apartment industry experience and complete all curriculum. The candidacy period is two years.

Curriculum

Seven CAMT programs cover an overview of apartment maintenance, fair housing, personal and property safety, customer service and satisfaction and basic skill sets in appliances, electrical repairs, HVAC and plumbing

Recommended Course Hours: 85.

CERTIFIED APARTMENT MAINTENANCE TECHNICIAN II (CAMTII)

Candidacy

The CAMT II candidate must have one year of apartment industry experience and hold the CAMT designation. The candidacy period is two years.

Curriculum

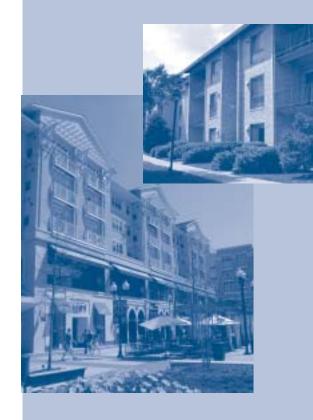
Four CAMT II programs cover advanced skills in appliances, electricity, plumbing and HVAC.

Recommended Course Hours: 76.

Please check with your local affiliate for course availability and schedule. These courses may be delivered in-house as a complement to your company's own training programs.

"The course opened my eyes to the responsibilities and duties of an apartment manager. My company will also benefit from the knowledge I received taking the course. They are able to give me more responsibility. I feel that earning my designation will open doors for me."

—Carmen M. Givens. CAM **Colorado Springs**



"Since earning a CAMT designation, my success with the company has been awesome. This course has played a huge role in where I am today. I get to travel around the East Coast and train, teach, develop consistency and teamwork and oversee capital projects and rehabs."

> —Philip Foley, CAMT II 2002 Paragon Award Winner