Certified Apartment Manager (CAM®) Program

The Certified Apartment Manager (CAM®) course was developed by the National Apartment Association Education Institute to provide the highest standard of training for the on site manager professional. Completely revised in 2006 the program is reviewed and updated on an ongoing basis. CAM contains nine modules which serve as the foundation for strong, informed and professional on site management. Modules may be taken individually; successful completion of all nine modules, a Community Analysis project and meeting examination requirements earns the CAM certification.

The CAM course includes the following programs:

Management of Residential Issues
A 9-hour program encompassing: Customer service, occupancy management, security, emergency management, operations technology and resident relations.

Legal Responsibilities and Government Relations
A 6.5-hour program encompassing: Equal employment, OSHA and hazardous materials, lease and evictions, vendor contracts.

Human Resource Management
A 9.5-hour program encompassing: Executive summary, employment law, employment practices, payroll administration, training and supervision, termination.

Fair Housing
A 5.5-hour program encompassing: Fair Housing laws, families with children, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices, government housing.

Marketing
A 4.5-hour program encompassing: Introduction to marketing, conducting marketing research, promotional marketing, on-site marketing, and the marketing plan.

Property Maintenance for Managers
A 5.5-hour program encompassing: Building a team approach, the on-site manager's role, exterior maintenance, interior maintenance, preventive maintenance, maintenance safety.

Risk Management
A 5.5-hour program encompassing: Minimizing risks to residents, minimizing risks to staff, handling emergencies, liability and insurance.

Financial Management
A 6-hour program encompassing: Investments, adding value to the investments, mathematics review, financial statements, budgets, and property valuation.

Community Analysis
A 3.5-hour review of the elements required to complete a comprehensive market and management analysis report, which is required in order to complete the designation requirements.