



## **Certified Apartment Property Supervisor (CAPS®) Curriculum**

The Certified Apartment Property Supervisor (CAPS®) curriculum was developed by the National Apartment Association to provide basic skills training for multi-site supervisors, or managers aspiring to multi-site supervision. The programs are designed to provide the foundation of sound supervisory management. The eight programs, totaling 50 hours, include:

### **Human Resource Management**

A 7-hour program encompassing: Leadership skills, limiting liability, employee handbooks, problem solving or grievance procedures, employment law, employment practices, payroll administration, training and supervision, termination.

### **Financial Management**

A 7-hour program encompassing: Getting to the bottom line, managing the budget process, analyzing financial statements, investments, adding value to the investment.

### **Legal Responsibilities**

A 7-hour program encompassing: Employment law, personnel issues, guidelines for hiring a manager, contracts and contractors, occupancy issues, conflict management and resolution.

### **Property Evaluation, Acquisition and Renovation**

A 7-hour program which covers: The owner's goals, neighborhood analysis, property inspections, financial analysis, analysis of information, report format, property acquisition, property renovation.

### **Property Maintenance**

A 5-hour program encompassing: Maintaining habitability, supervisor's role, preventive maintenance, managing health and safety, managing systems.

### **Marketing**

A 7-hour program encompassing: Introduction to marketing, marketing approaches, market analysis, building a marketing plan, advertising, e-marketing.

### **Risk Management**

A 7-hour program encompassing: Risk management process and plan, risks as an employer, OSHA and OSHA training, contracts and contractors, insurance and risk financing.

### **Adding Value with Technology**

A 7-hour program encompassing: Today's technology, hardware, software, the Internet, web applications, hi-tech communication options, other technology and training