



Certified Apartment Supplier (CAS®) Curriculum

The Certified Apartment Supplier (CAS®) course was developed by the National Apartment Association and designed to provide products and services members with basic training in property management. Completely revised in 2006, the programs were developed to more clearly define for the supplier the role of the property manager and thereby build a better partnership between them. The CAS course requires four programs – three required courses and one elective course – and includes:

REQUIRED COURSES

Management of Residential Issues

A 9-hour program encompassing: Customer service, occupancy management, security, emergency management, and resident relations.

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, property valuation.

ELECTIVE COURSES (select one)

Marketing

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

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

An 10-hour program encompassing: Executive summary, employment law, employment practices, payroll administration, training and supervision, termination.

Fair Housing

A 7-hour program encompassing: Fair Housing laws, families with children, people with disabilities, advertising and Fair Housing, Fair Housing complaints, management practices, government housing.

Property Maintenance for Managers

A 5-hour program encompassing: Building a team approach, the on-site manager's role, exterior maintenance, interior maintenance, preventive maintenance, and maintenance safety.