



FAQ's: M100 and 200 levels CAI Programs

- 1. Does the M100 give me a certification?**
 - a. No, the M100 does not provide you certification. The M100 can be used as one of the pre-requisites programs used to establish eligibility to test for the CMCA program through Community Association Manager's International Certification Board (CAMICB). CAMICB is a CAI affiliate organization.
- 2. Is the M100 offered online?**
 - a. Yes, the M100 is offered as live program and as an online program.
- 3. How long do you have to complete the M100 Online?**
 - a. Registrants will have 120 days upon registration to access their program content online. This will include their course evaluation and online exam.
- 4. How long will it take to receive my materials?**
 - a. If you are registered for an onsite program, registrants receive materials onsite upon signing the attendee list the morning of registration.
 - b. If you are registered for an online program, you will receive a participant manual for future use. The manual should not be used in conjunction with the online studies. The M100 online is intuitive of itself and all coursework needed to complete the program is online.
- 5. How do I register for the classes?**
 - a. To register for a class, visit our [Learning Center](#). Managers wishing to take [Professional Management Development Program](#) courses can link to additional information on courses and to online registration forms from there. You can also print out a registration form and mail it with your payment.
 - i. Registering online 4-weeks prior to the program start date will give you a \$25 Early bird discount. The discount is only applied to online registrations only. The discount is for members and non-members.
 - b. Contact CAI Customer Service toll free at 888-224-4321 to register with credit card.
- 6. What class/es do I need to become certified?**

- a. If you are looking to achieve your AMS and PCAM CAI designation, each designation has its own specific requirements. Refer to each inquiry to the respective application for review of the requirements.

7. Can your classes be used for my state continuing education?

- a. Yes, CAI is an approved provider with some states for Continuing Education for state manager licensing and real estate licenses. Not all states are approved. Refer inquiries to the [State DRE & CAM Credit](#) web page to review the approved state application. Requirements vary by state.

8. How do I submit my state continuing education credits?

- a. The state DRE and CAM credit application must be returned to CAI within 14 days of their course completion by email: caieducation@caionline.org or by fax: (703) 970 - 9257.

9. If I need to cancel my class is there a fee to cancel?

- a. Yes, there is a transfer fee and a cancellation fee incurred.
 - i. All cancellation and transfer requests MUST be received in writing by 5:00 p.m. ET the day before the course begins. Cancellations and transfers will NOT be accepted the day of, or after, the course begins. Please submit your request to our education department at caieducation@caionline.org.
 - ii. If you wish to cancel your registration completely, a refund will be issued less a \$100 administrative fee for requests received with two or more weeks' notice. A refund will be issued less a \$150 administrative fee for requests received with less than two weeks' notice. CAI cannot leave course funds as a credit on your account. Refunds will not be issued after the course has begun. If CAI should need to cancel a scheduled course, registrants can transfer their registration to another course or receive a refund, free of charge. CAI is not responsible for hotel or travel expenses incurred due to a course cancellation.
 - iii. For each registration transfer, there is a \$25 administrative fee. Please note that early registration discounts do not carry over in a registration transfer, so additional charges may apply. As a CAI member, if you wish to transfer your registration payment to another manager who is not a CAI member, the non-member rate will be applied. All fees must be paid before starting the course. Students who attend a classroom course with a balance owed will not receive their course results until payment is received. CAI cannot leave course funds as a credit on your account. A new course or registrant must be selected before the transfer can occur. Registrations will not be transferred after the course has begun.

10. How do I take my exam, and do I have to go to a proctored location?

- a. All CAI exams are online.

11. How long does it take to receive my test results?

- a. Once you complete your online exam, results are immediate.

12. If I fail my exam can I retake it?

- a. Yes, you have a free 2nd attempt to test within your completion deadline date.

- i. Once you initially receive a successful passing score, you will not be granted a retake.
- ii. If you receive a non-pass score on the 2nd attempt, you will need to submit a retake request to caieducation@caionline.org. The retake fee is \$50. A link to sign up for the retake is provided upon request. All retakes must be requested within 60 days of grade notification.
- iii. The retake must be completed within 14 days from the exam enrollment.
- iv. If you fail the retake, you will be required to retake the course at the full tuition expense.

13. Where can I find my program certificate upon completion?

- a. Certificates can be found under the “My CAI” tab and selecting “My Classes and Events” from the drop-down menu. You will need to be logged into your CAI account to review.

14. Does CAI have homeowner Education?

- a. Yes, CAI has a Board Homeowner Education Class.
 - i. The class can be completed online or live through your local CAI chapter office.
 - ii. Upon completion, you will receive a certificate of completion.

15. Why should I take the Homeowner Class and what value will it be to my Board?

- a. The program teaches the board members how to communicate with their association residents, develop enforceable rules and understand governing documents more. It provides a look at the roles and responsibilities of community leaders. Information learned helps to maintain the kind of community people wish to live in to call home.

16. Why should I register for CAI programs?

- a. CAI programs provide optimal industry leading education with continued changing standards and innovative education for those looking to become a qualified professional who are ready to adhere to a manager code of ethics.

17. What if I have an emergency and need to leave the class early?

- a. To receive credit for a course, registrants must attend the entire course.