



PSI Services LLC
 3210 E Tropicana
 Las Vegas, NV 89121
 www.psiexams.com



STATE OF NEVADA COMMUNITY ASSOCIATION MANAGER CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at www.psiexams.com

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming certified as a community association manager in the State of Nevada.

Nevada state laws stipulate that a person may not act as a community association manager without first obtaining a certification issued by the Nevada Real Estate Division. To be certified, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations relating to community association management.

The Nevada Real Estate Division has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Nevada. PSI works closely with the Division to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

Following is the certification examination offered by PSI Examination Services:

- Community Association Manager

All questions and requests for information about examinations should be directed to:

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267 • Fax (702) 932-2666
www.psiexams.com

All questions about applications for certification should be directed to the:

Nevada Real Estate Division
Department of Business and Industry
788 Fairview Avenue, Suite 200
Carson City, Nevada 89701-5453
(775) 687-4280 x301

OR

Nevada Real Estate Division
Department of Business and Industry
2501 East Sahara Avenue, Suite 102
Las Vegas, Nevada 89104-4137
(702) 486-4033 x240
www.red.state.nv.us

GUIDELINES FOR CERTIFICATION APPLICATION/QUALIFICATION

To make the certification qualification process go as smoothly as possible, be certain that you:

1. Prepare for the examination by using the examination content outline in this Candidate Information Bulletin and the suggested study materials that cover the outline topics.
2. Be sure to take proper identification with you to your scheduled examination appointment.
3. Upon passing the examination, you may then submit the required certification application and documentation to the Nevada Real Estate Division.

EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

The Examination Registration Form is found at the end of this Candidate Information Bulletin. You must pay at the time you register. Be sure the registration form is complete, accurate, signed, and that you include the correct fee. The registration form is valid for 1 examination.

EXAMINATION FEE

Examination Fee	\$100
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NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at www.psiexams.com. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below:

- Log onto PSI's website and create an account. You will be asked to put in your email address and the spelling of your name exactly as it is shown on your identification that will be presented at the examination site.
- You will be asked to select the examination. You will then enter your personal and contact information. You will then be ready to pay and schedule for the examination. Enter your zip code and a list of the examination sites closest to you will appear. Once you select the desired examination site, available dates will appear.



TELEPHONE REGISTRATION

PSI registrars are available at (800) 733-9267 Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), and appropriate examination fee to PSI. Payment of fees can be made by credit card (Visa, MasterCard, American Express or Discover), company check, money order or cashier's check, made payable to PSI. Print your name on the check or money order to ensure that your fees are properly assigned. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**

Please allow 2 weeks to process your registration. After 2 weeks, you may go online or call PSI to schedule the examination.

FAX REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

SCHEDULING FOR A RETAKE EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may access a registration form at www.psiexams.com. You may also call PSI at (800) 733-9267.

CANCELING OR RESCHEDULING AN EXAM APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received by the close of business on the previous Wednesday. You may call PSI at (800) 733-9267 or fax a note to (702) 932-2666.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request alternative arrangements with PSI by filling out and faxing the Special Arrangement Request Form found at the end of this document.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your social security number only as an identification number in maintaining your records and reporting your examination scores to the state. A Federal law requires state agencies to collect and record the social security numbers of all licensees of the professions certified by the state. If you elect not to disclose your social security number to PSI, please enclose a separate letter explaining this with your Examination Registration Form. However, you **must** provide it to the state.

WALK-IN EXAMINATIONS

You are strongly encouraged to schedule an examination. However, you may take the examination as a walk-in candidate. Walk-in examinations are available on a space-available, "first-come", "first-served" basis. Walk-in candidates will only be admitted after all scheduled candidates have been admitted. Because of seating limitations at examination centers, admission cannot be guaranteed to walk-in candidates. There is an additional fee of \$15 for walk-in candidates. This fee may be paid with money order, company or cashier's check at the examination center. Credit cards are not accepted.

Note: Walk-in registrations will not be available at the Elko site.



EXAMINATION SITE LOCATIONS

LAS VEGAS

3210 East Tropicana
Las Vegas, Nevada 89121

From I-15 - Exit East on Tropicana, travel approximately 4 miles, turn left on Mojave, turn right into the parking lot.

From I-95 - Exit West on Tropicana, travel approximately 1 mile, turn right on Mojave, turn right into the parking lot.

From I-215 - Exit at McCarran Airport, go through the airport tunnel. Take the Airport Bypass towards Swenson St. Turn right on Tropicana, travel East approximately 2 miles, turn left on Mojave, turn right into the parking lot.

RENO

Airport Plaza Office Building
1755 E Plumb Lane Ste 108
Reno, Nevada 89502

Take I-80 towards Reno. Take the US-395 exit south towards Carson City, exit #15. Continue on US-395 to Plumb Lane offramp. Turn left on to Plumb Lane. The center will be on the left-hand side, on the corner of Terminal and Plumb Lane.

ELKO

225 Silver Street Ste 100
Elko, Nevada 89801

From I-80, take the Mountain City exit towards downtown Elko, exit #303. Turn right on Mountain City and continue on Mountain City Highway. Continue on Silver Street until you reach the destination.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver's license, state ID, or passport), that bears your signature and has your photograph or a complete physical description. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.

SECURITY PROCEDURES

The examinations will be CLOSED book. You will NOT be allowed to bring any reference materials to the examination.

The following security procedures will apply during the examination:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
 - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.



- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

REVIEW OF EXAMINATION QUESTIONS

PSI, in cooperation with the South Carolina Contractors’ Licensing Board, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered on the computer keyboard during the examination. Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Division may re-evaluate candidates’ results and adjust them accordingly. **This is the only review of the examination available to candidates.**

EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer or press “MARK” to mark it for later review. You should then press “ENTER” to record your answer and move on to the next question. A sample question display follows:



IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXPERIMENTAL ITEMS

In addition to the number of examination items specified, a small number of five to ten “experimental” questions may be administered to candidates during the examinations. **These questions will not be scored and the time taken to answer them will not count against examination time.** The administration of such non-scored experimental questions is an essential step in developing future certified examinations.

SCORE REPORTING

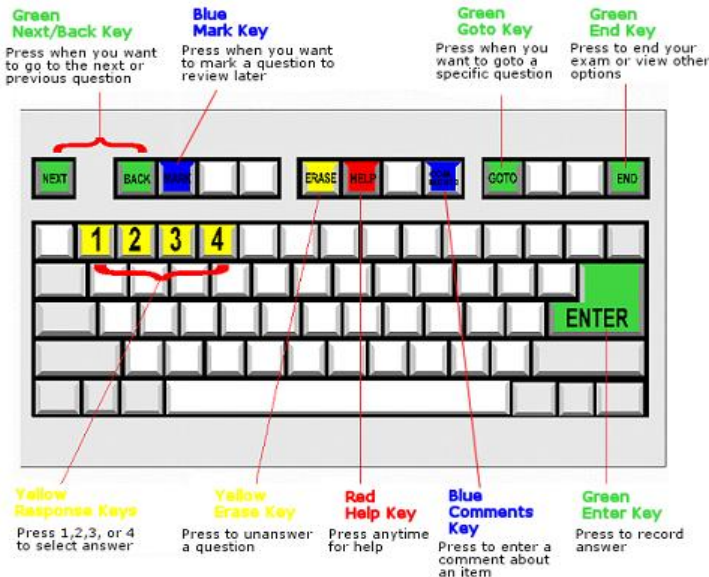
In order to receive a passing score on each examination, you must correctly answer 75% of the questions available.

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.

TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use the mouse.



IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.



- If you **pass**, you will immediately receive a successful notification and performance summary on the screen.
- If you **do not pass**, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination portion. Registration forms for submittal to PSI to retake the examination will be available at the examination site.
- **On paper** - an official score report will be printed at the examination site.

DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing scorereport@psionline.com or by calling 800-733-9267.

TIPS FOR PREPARING FOR YOUR CERTIFICATION EXAMINATION

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

DESCRIPTION OF EXAMINATION

SUMMARY TABLE

Examination	# of Items	Minimum Passing Score	Time Allowed
Community Association Manager	100	75	120 Minutes

CONTENT OUTLINE

The examination content outline has been prepared and is periodically updated by committees of professionals who are subject matter experts in community association practice, community association instruction, and regulatory issues. The examination content outlines these professionals have prepared identify areas of importance to licensees in order for them to perform their duties to the public in a competent and legally responsible manner.

Use the outline as a guide for pre-examination review course material. The outline lists the topics that are on the examination and the number of questions for each topic. Do not schedule your examination until you are familiar with the topics in the outline.

This examination is CLOSED BOOK.

Topics	% of Items
I. Terminology and Definitions	5
Condominium Hotels: Definition and Distinctive Features	
Community Managers	
Common-Interest Communities	
Community Management	
II. Governing Documents of Common-Interest Communities	6
Annexation Agreements	
Rules	
Bylaws	
Articles of Incorporation	
Declaration (CC&Rs)	
III. Governance of Common-Interest Communities	11
Record-Keeping Requirements	
Roles and Responsibilities of Association Members, Officers, Directors	
Role and Responsibilities of Community Manager	
IV. Meetings and Elections	11
Rules for Unit Owners' Meetings	
Rules for Board Meetings	
Rules for Elections	
V. Regulatory Authorities and Scope of Oversight	15
Fair Housing Laws and ADA	
Mediation and Arbitration Protocols (ADR)	
Other Methods of Dispute Resolution	
Powers and Duties of Commission for CICs	
Powers and Duties of Real Estate Division	
Functions of the Ombudsman's Office	
Reporting Requirements	
Required Disclosures in Certificate of Resale	
V1. Developer Control and Transition	4
Public Offering Statement	
Time frames of transition	
VI1. Financial Management	16
Budget Preparation	
Basic Accrual Accounting	



CERTIFICATION APPLICATION INSTRUCTIONS

After you have passed the Nevada Community Association Manager examination, you must follow the guidelines described below to receive a certification related to managing common interest communities.

The Real Estate Division must receive:

1. A completed Community Association Manager application (form #559)
2. Two fingerprint cards processed by a law enforcement agency within one year.
3. Proof of passing the Community Association Manager examination. (provide the original certificate from PSI)
4. Evidence of attending 16-hours of education related to managing common interest communities.
5. Evidence of attending 8-hours of education related to Federal, state and local laws related to common-interest communities.
6. Provide evidence that you have been engaged in the management of a common-interest community or held a management position in a related area:
 - a) For 12 months immediately preceding the date of application. -or-
 - b) With-in 4 years immediately preceding application, provide evidence of 2 years experience.

FEES

\$175.00	Application for a certificate
<u>\$25.00</u>	Issuance of a certificate
\$200.00	TOTAL application fees
\$51.25	Investigative history (Payable to the Nevada Highway Patrol)

Complete and return all required forms to either of the Nevada Real Estate Division offices listed below. All questions about applications for certification should be directed to the Nevada Real Estate Division.

Nevada Real Estate Division
Department of Business and Industry
788 Fairview Avenue, Suite 200
Carson City, Nevada 89701-5453
(775) 687-4280 x301

OR

Nevada Real Estate Division
Department of Business and Industry
2501 East Sahara Avenue, Suite 102
Las Vegas, Nevada 89104-4137
(702) 486-4033 x240
www.red.state.nv.us

NEVADA SCHOOL CODE LIST
0208 Key Realty School
0250 University of Nevada Las Vegas Division of Education Outreach

Requirements for Financial Statements and Reports	
Required Reserves for CICs	
Taxes and Audits	
Assessments and Collection Procedures	
VIII.1. Facilities Management	9
Management of Maintenance and Repairs	
Key Features of RFPs and Bid Process	
Environmental and Energy Issues	
Basic Components of Contracts	
IX. Risk Management	6
Recognition of Possible Construction Defects	
Types of Insurance	
Risk Awareness	
X. Association Powers of Enforcement	7
Fines and Sanctions	
Construction Penalties	
Health and Safety Violations	
Procedures	
XI. Business Ethics	10
Conflicts of Interest and Required Disclosures for Board Members	
Conflicts of Interest for Community Managers	
Required Disclosures for Association Members Running for Board	
Records Turnover	
Prohibited Acts	

REFERENCE MATERIALS

The following is a list of possible study materials for the community association manager examination. The list is given to identify resources and does not constitute an endorsement by PSI or by the Nevada Real Estate Division. Use the latest edition available.

The following reference materials are not allowed in the examination center:

- *Handbook for Common-Interest Communities*, containing Chapter 116 of the Nevada Revised Statutes, Chapter 116 of the Nevada Administrative Code, and NRS 38.300 to 38.360, Real Estate Division, www.red.state.nv.us
- An Indexed version of NRS 116 is available from Community Association Solutions, PO Box 530639, Henderson, NV 89053
- The Essentials of Community Association Management, M-100 Class Workbook, Community Associations Institute, 1630 Duke St, Alexandria, VA 22314





SPECIAL ARRANGEMENT REQUEST FORM

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

Requirements for special arrangement requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: _____ Social Security or ID#: _____

Legal Name: _____

Last Name

First Name

Address: _____

Street

City, State, Zip Code

Telephone: (_____) _____ - _____ (_____) _____ - _____

Home

Work

Email Address: _____

Check any special arrangements you require (requests must concur with documentation submitted):

- | | |
|---|---|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability) | <input type="checkbox"/> Extended time (Additional time requested: _____) |
| <input type="checkbox"/> Large-print written examination | <input type="checkbox"/> Other _____ |

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call (800) 367-1565, ext 6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121