



PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
www.psiexams.com

*Before paying for  
your examination registration,  
be sure you understand  
the contents of this bulletin.  
Please retain and use it as a reference  
when contacting PSI.*

# 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](http://www.psiexams.com)

## EXAMINATIONS BY PSI licensure:certification

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 licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121  
(800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://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](http://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. Send the Registration Form found at the end of this Candidate Information Bulletin along with the correct payment for the examination(s).
2. 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.
3. Be sure to take proper identification with you to your scheduled examination appointment.
4. 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
<b>NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE</b>	

### INTERNET REGISTRATION

The Examination Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may register and schedule for an examination via the Internet 24 hours a day.

1. Complete the registration form on line and send it to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.

### STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form found in this Candidate Information Bulletin. **BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.**

Return the completed original form to PSI with the appropriate examination fee. Payment of fees can be



made by money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your social security number on your check or money order to ensure that your fees are properly assigned. **CASH, COMPANY CHECKS, PERSONAL CHECKS, MASTERCARD, AND VISA ARE NOT ACCEPTED.**

2. Please allow 2 weeks to process your registration before scheduling for your examination.

### TELEPHONE REGISTRATION

For telephone registration you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

1. Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 4:30 am and 5:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time, to receive the information listed on your Examination Registration Form and schedule your appointment for the examination.

### FAX REGISTRATION

For fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
2. Please allow 4 business days to process your registration. After 4 business days, you may call PSI to schedule the examination(s), (800) 733-9267.

### 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](http://www.psiexams.com). You may also call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to schedule or reschedule an examination.

### 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. Please note that you may also use the automated system, using a touch-tone phone, 24

hours a day in order to cancel and reschedule your appointment.

*Note: A voice mail message is not an acceptable form of cancellation. Please use the Internet, automated telephone system, 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 schedule 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 should request for an alternative arrangement with PSI. Requests for any special accommodations should be made in writing, describing the specific accommodations that will be needed, and must include supporting documentation on official letterhead from a licensed professional.

### 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

Walk-in registration is available **only to those candidates who have previously been registered and taken the same examination with PSI.**

**You must present a failing score report to be eligible for a walk-in examination. 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 VISA or Mastercard at the examination center.

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 following security procedures will apply during the examination:

- Notes or Books are not allowed.
- You may not exit the building during the examination.
- Cell phones, pagers, and children are not allowed in the examination center.
- Only nonprogrammable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be permitted.
- Smoking, eating, or drinking is not allowed in the examination center.
- Copying or communicating examination content is a violation of security regulations. Either one may result in the disqualification of examination results and may lead to legal action under copyright laws.

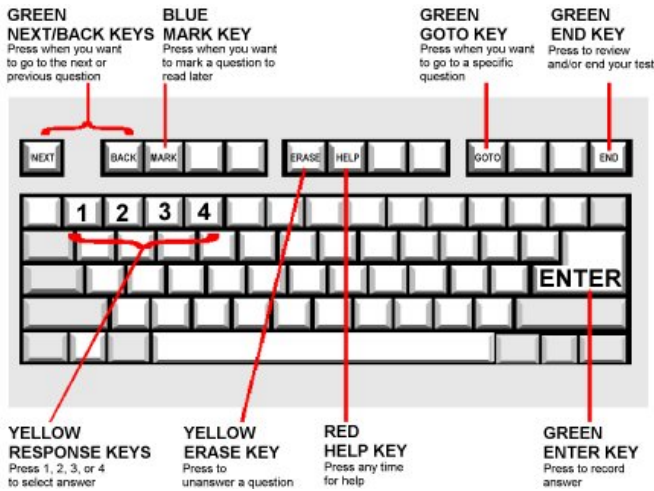
### REVIEW OF EXAMINATION QUESTIONS

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 an error affecting examination scores is discovered as a result, which occurs very rarely, the examination scores of all affected candidates will be automatically adjusted. **This is the only review of the examination available to candidates.**

## 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.

### 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.

### 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:

### SAMPLE QUESTION DISPLAY



**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.

### PRETEST ITEMS

In addition to the number of examination items specified, a small number of five to ten "pretest" 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.
  - 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 can write to PSI to request a duplicate of your score report for up to 1 year after your examination.

### 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 EXAMINATIONS

### 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
<b>I. Terminology and Definitions</b>	<b>6</b>
Condominium Hotels: Definition and Distinctive Features	
Community Managers	
Common-Interest Communities	
<b>II. Governing Documents of Common-Interest Communities</b>	<b>15</b>
Public Offering Statement, Rules, Bylaws	
<b>III. Governance of Common-Interest Communities</b>	<b>21</b>
Record-Keeping Requirements	
Roles and Responsibilities of Association Members, Officers, Directors	
Role and Responsibilities of Community Manager	

Rules for Association and Executive Board Meetings	
<b>IV. Regulatory Authorities and Scope of Oversight</b>	<b>11</b>
Fair Housing Laws and ADA	
Mediation and Arbitration Protocols (ADR)	
Other Methods of Dispute Resolution	
Powers and Duties of Commission for CICCHs	
Powers and Duties of Real Estate Division	
Reporting Requirements	
Required Disclosures in Certificate of Resale	
<b>V. Developer Control and Transition</b>	<b>6</b>
<b>VI. Financial Management</b>	<b>15</b>
Budget Preparation	
Basic Accounting	
Requirements for Financial Statements and Reports	
Required Reserves for CICs	
Taxes and Audits	
Collection Procedures	
<b>VII. Facilities Management</b>	<b>10</b>
Management of Maintenance and Repairs	
Key Features of RFPs and Bid Process	
Environmental and Energy Issues	
Basic Components of Contracts	
<b>VIII. Risk Management</b>	<b>7</b>
Recognition of Possible Construction Defects	
Types of Insurance	
Risk Awareness	
<b>IX. Association Powers of Enforcement</b>	<b>6</b>
Assessments, Fines and Penalties	
Procedures	
<b>X. Business Ethics</b>	<b>3</b>
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	

### 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](http://www.red.state.nv.us)
- An Indexed version of NRS 116 is available from Community Association Solutions, PO Box 530639, Henderson, NV 89053, (702) 616-0945
- The Essentials of Community Association Management, M-100 Class Workbook, Community Associations Institute, 1630 Duke St, Alexandria, VA 22314

**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
	<b>\$200.00</b>	<b>TOTAL application fees</b>
	\$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](http://www.red.state.nv.us)





## NEVADA SCHOOL CODE LIST

0208

Key Realty School



**PSI licensure:certification**

3210 E TROPICANA  
LAS VEGAS, NV 89121

**FIRST CLASS MAIL**

