



A NABO DESIGNATION

# RAM Candidate Information Guide

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**The RAM Candidate Information Guide provides frequently asked questions and additional resources.**

## Questions?

- Call the Professional Designation Help Line at 212-385-4949.
- Email questions to [RAMinfo@thenabo.org](mailto:RAMinfo@thenabo.org)
- Visit [www.thenabo.org/RAMinfo](http://www.thenabo.org/RAMinfo) for additional information and to download documents.
  - RAM Application and Profile
  - RAM Candidate Information Guide
  - What is the RAM Designation?
  - RAM Code of Ethics
  - RAM Continuing Education (CE) Form
  - Multifamily Designations Directory (includes all active RAMs in an online directory)
  - RAM Contacts & Organizational Chart
  - RAM Independent Study Information
  - RAM Directory (Online) Opt Out Form
  - RAM Directory (Online) Enhancement Order Form
  - RAM Brochure
  - RAM Merchandise Order Form

### **1) What is the name of the designation?**

- Registered in Apartment Management (RAM).

### **2) What is the RAM designation?**

- Registered in Apartment Management (RAM) is a comprehensive education and designation program offered to property management professionals by the National Association of Home Builders (NAHB). The longest running and most well-respected program of its kind, RAM is the credential of distinction for managers of apartments (both market rate and affordable), condominiums, and cooperative housing.

### **3) What is the purpose of the RAM program?**

- The RAM designation exists to recognize those individuals who have successfully met the requirements for this designation and are knowledgeable in all the essential aspects of property operations, including administrative and financial management, marketing, resident services, maintenance, fair housing, and security.
- The RAM designation gives potential employers and regulatory agencies an objective measurement of your expertise and knowledge in the area of apartment management. They look for the RAM designation.

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#### **4) Why earn your RAM?**

- Earning the RAM designation demonstrates to your peers, clients, employers, and potential employers that you have superior training, in-depth knowledge and practical experience, and that you are committed to the highest standards of professional ethics.

#### **5) What do you receive when you earn your RAM?**

- Graduates receive a graduation kit that includes an official RAM certificate, lapel pin and sample press release for distribution to media sources in your market area.
- Industry-wide recognition of a high degree of professional competence.
- Comprehensive training in all aspects of property management with opportunities for continuing education.
- The right to use the RAM designation and logo on all letterhead, business cards and other professional materials.
- Annual subscription to Professional Management, ABO's e-newsletter for RAMs.
- Inclusion in the online Multifamily Directory.
- Opportunity to participate in RAM working groups and to serve on the RAM Board of Governors.
- Opportunity for national recognition as a RAM of the Year.
- Affiliation with ABO & NAHB, the largest and most respected trade association in the housing industry and complimentary subscriptions to NAHB Multifamily's publications.

#### **6) What organization awards the designation?**

- The National Associated Builders and Owners

#### **7) What are the eligibility requirements for the RAM designation?**

- Pass the RAM Examination (70%)
- Two years of multifamily housing management experience
- Completion of the RAM Professional Profile with a minimum of 300 points
- Adherence to the RAM Code of Ethics

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## 8) How can I prepare for the RAM exam?

- ABO has developed the RAM Course to assist candidates in preparing for the RAM Exam. The RAM Course is a 40-hour classroom based program that covers all aspects of property operation including:
  - Development
  - Management
  - Marketing
  - Customer Service
  - Leasing and Resident Retention
  - Financial Management
  - Maintenance
  - Risk Management
  - Fair Housing
  - Military
  - Government Assisted and Insured Housing Programs
- The RAM Course is available through any state or local home builder association that holds a current site license agreement with the NAHB University of Housing.

## 9) Is a self-study program available?

- In an effort to help a greater number of property management professionals obtain the Registered in Apartment Management (RAM) designation, The NAHB University of Housing and Multifamily have developed an independent study option. This option does not replace the current RAM 40 hour course – it simply provides another way to prepare for the RAM Exam.
- RAM Independent Study Guidelines:
  - RAM Independent Study Materials are \$150
  - Individuals can order these materials with the order form available on the RAM Web site at [www.thenabo.org/RAMinfo](http://www.thenabo.org/RAMinfo).
  - The materials (which include 2 items, the RAM Independent Study Guide and Residential Property Management textbook) will be sent directly to the student.
- The RAM Independent Study program will count 100 points toward earning the RAM designation in the Education portion (Section 1) of the RAM Professional Profile and Application.

## 10) When is the RAM Exam scheduled and where can it be taken?

- The RAM exam is available through any state or local home builder association that holds a current site license agreement.
- For a schedule of courses and exams in your area, please visit [www.thenabo.org](http://www.thenabo.org) and under the Continuing Education tab, search for courses by RAM.

## 11) How do I arrange for special accommodations for the RAM exam?

- Please contact the HBA host for special accommodations.

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## 12) What does it cost to take the RAM exam?

- The RAM Exam when offered directly by NABO is \$175. This is the same price and method for taking the exam under the Independent Study Guidelines.
- Payment methods and amount for the paper and pencil version of the RAM Exam are determined by HBAs when given locally.
- If taking the RAM exam under the Independent Study Guidelines in an area where there is an active HBA, the HBA will collect the exam fee and proctor the exam.

## 13) What about refunds?

- There are no refunds for candidates after you open the paper and pencil version of the examination packet or if they are disqualified.
- For exams offered through HBAs: The HBA determines the refund policy for a missed paper and pencil exam session. Please contact the HBA directly for details regarding their individual policies.

## 14) How do I reschedule the RAM exam?

- For exams offered through HBAs: Candidates must directly reschedule with the HBA to re take the RAM exam and are subject to the schedules of the individual HBAs.

## 15) What should I take to the RAM Exam?

- Scratch paper and pencil
- A non-programmable and non-print calculator
- Driver's license and second form of identification (required)

## 16) Can I be disqualified during the exam?

- You may be disqualified from taking or continuing in the RAM Exam or from receiving exam results, if the RAM Board of Governors determines through proctor observation or statistical analysis that you were engaged in collaborative, disruptive or other unacceptable behavior before, during or following the administration of the RAM exam.

## 17) What should I expect on the day the RAM Exam is administered?

- A proctor at the exam location will verify your eligibility against your registration information and administer the exam.
- RAM Exam is a 4 (four) hour 100 question multiple-choice exam.

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## 18) What test taking strategies could I use to help me with the exam?

- Read the directions carefully and follow them as precisely as you can.
- Plan your time effectively. Work steadily during the RAM Exam. Do not let a question on which you are uncertain of the answer to take up too much of your time.
- Read the question carefully. This tells you what is being asked.
- Read the question a second time to be clear about what the question is asking.
- Read all choices completely. One will be correct (the answer) and the others are incorrect (the distractors). Incorrect answers usually contain common errors that may seem reasonable to a RAM exam taker who does not fully understand the concept that is being asked in the question.
- Carefully evaluate the answer choices for key words and phrases. Be sure to note words such as NOT, EXCEPT and LEAST that may give critical clues to help you answer the question. If the question uses one of these words, the question is telling you that three of the answers are yes and the correct answer, or key, is the no response.
- Read each answer choice twice. As you read each answer the second time, think to yourself whether it definitely does not answer what is being asked (a definite no), appears to answer what is being asked (a probable yes), or may answer what is being asked (a possible yes).
- If you identified more than one answer you think might be correct, evaluate each of these to select the one that is the best answer to the question in the stem. Look critically at the choices for clues.
- Read and answer only the questions as they appear on the exam. There no trick questions. A common reason candidate's select a wrong answer is that they assume something that is not indicated in the question.

## 19) How will my RAM Exam be scored?

- Your results are derived from the number of questions you answer correctly.
- You must answer at least 70 of the exam's 100 questions correctly to pass.
- Training taken prior to the exam is an excellent way to prepare, though it is not necessarily sufficient, to guarantee a passing grade on the exam. Experience, coupled with review that is inherent in a training course, should help you prepare.

## 20) How soon will I receive my results?

- Exam result letters will be sent to the individual exam takers within 4-6 weeks of the exam date.

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### **21) After I pass the RAM Exam, what is my next step?**

- Passing candidates have up to two years to meet the necessary experience and training requirements and to submit the application.
- Download the RAM Professional Profile and Application at [www.thenabo.org/RAMinfo](http://www.thenabo.org/RAMinfo).
- Submit your completed RAM Professional Profile and the Application fee of \$150.00 to The National Associated Builders and Owners/Attn: RAM Program Coordinator, The National As 369 Lexington Ave., Suite 215, New York, NY 10017

### **22) After you are awarded the RAM designation, what happens?**

- You will receive your RAM Graduation Certificate, lapel pin, RAM gold foil seals and a template press release (for you to complete with your personal information and distribute to the media) in a graduation box, and may start using your professional designation for all your professional activities.
  - E.g. First Name, Last Name, RAM

### **23) What are my requirements to retain the RAM designation after I pass and graduate?**

- Following your initial graduation, you are required to complete 75 points of continuing education every three (3) years.
- Continuing education (CE) forms are attached to each annual renewal are attached to each annual renewal package. You can download a RAM CE form at [www.registeredmanager.com](http://www.registeredmanager.com)
- You must pay an annual renewal fee of \$95.00. For a copy of your renewal invoice please email [RAMinfo@thenabo.org](mailto:RAMinfo@thenabo.org) or call (212) 385-4949.