

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.

A white business jet flying over a layer of white clouds against a blue sky. The jet is viewed from a low angle, showing its wings and engines.

CAM: Certifying the Future of Business Aviation

Tuesday, May 2, 2017 | 1:30 p.m. – 3:00 p.m.

PRESENTED BY:

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**MAINTENANCE
CONFERENCE**

May 2–4, 2017 | West Palm Beach, FL

CAM Program Mission

Certifying the Future of Business Aviation

Certified Aviation Manager (CAM) is the professional credential for business aviation managers. The CAM:

- Documents knowledge, skills and professional experience.
- Demonstrates commitment to leadership excellence.
- Signifies commitment to professional currency and continuing education.

CAM Applicability

CAM Certificants in All Business Aviation Job Disciplines

Director of Aviation	Director of Maintenance
Chief Pilot	Maintenance Manager
Safety Officer	Aircraft Inspector
Pilot	Manager of Scheduling
Flight Attendant/Flight Technician	Scheduler/Dispatcher
IS-BAO Auditor	Support Services/Administration
Consultant	Educator

Benefits of Certification



- Demonstrates you have been evaluated against standards protecting stakeholders.
- An objective, third-party review of your education, experience and knowledge.
- Use of the CAM certification mark.

Benefits of Accreditation



- Demonstrates the CAM program has been evaluated against standards protecting stakeholders.
- An objective, third-party review by the National Commission for Certifying Agencies (NCCA).
- Use of the NCCA Accredited Program mark.

CAM Exam Content

Knowledge Domains Informed by Job Analysis

- Business Management
- Human Resources
- Leadership
- Aircraft Maintenance and Facilities Operations
- Operations

Preparing to be a CAM

Use a Stepwise Process

1. Review the Candidate Information Handbook.
2. Access the application.
3. Earn eligibility points.
4. Complete the application.
5. Study for the exam.
6. Take the exam.

Preparing to be a CAM

1. Review the Candidate Information Handbook

- Outlines important information and requirements.
- Guides you through the process.
- Answers frequently asked questions.
- Linked at <https://www.nbaa.org/prodev/cam/>

Preparing to be a CAM

2. Access the Application

- Review eligibility requirements for certification.
- Linked at <https://www.nbaa.org/prodev/cam/>
- Or contact CAM Program Administrative Director Jay Evans, CAM, at cam@nbaa.org

Preparing to be a CAM

3. Earn at Least 100 Eligibility Points

Category	Points
Employment (minimum two years in business aviation)	90
Formal Education	45
Licensing and Certification	30
Professional Development	45

Preparing to be a CAM

4. Complete the Application

- Provide two (2) letters of recommendation confirming business aviation experience.
- Sign the application.
- Submit the application with all required documentation and fee.
- Contact CAM Program Administrative Director Jay Evans, CAM, at cam@nbaa.org

Preparing to be a CAM

5. Study for the Exam

- The CAM Candidate Information Handbook lists the exam content outline.
- The optional CAM Study Guide is linked at <https://www.nbaa.org/prodev/cam/>
- Attend optional Professional Development Program (PDP) courses, linked at <https://www.nbaa.org/prodev/pdp/>
- Review other aviation, technical school and business education courses.
- Join a study group and network with your business aviation colleagues.

Preparing to be a CAM

6. Take the Exam

- The CAM exam is a 175-question, multiple-choice exam.
- Candidates have three and one half (3.5) hours to complete the exam.
- Contact CAM Program Administrative Director Jay Evans, CAM, to pay the exam fee and obtain authorization to test.
- Schedule your exam with ISO Quality Testing.
- Linked at <http://isoqualitytesting.com>
- Await exam results, typically within 30 days.

Maintaining Your CAM

Continuing Competence

- Recertification requires earning four (4) points of continuing professional development credit every three (3) years.
 - ✓ Four (4) point options include a new degree or multi-objective PDP-approved course.
 - ✓ Two (2) point options include single-objective PDP-approved courses and certain webinars.
 - ✓ One (1) point options include many approved NBAA conferences and Regional Business Aviation Group educational programs.
- Certificants must comply with professional principles of behavior.

CAM Program Costs

Discounts for NBAA Members

Item	Details	NBAA Member	Non-Member
Application	Program application	\$100	\$125
Exam	Due 45 days prior to exam	975	1,250
Recertification	Every three (3) years	300	500
Re-application	Did not test within two (2) years	75	150
Exam Retake	Any exam retake reason	350	500
Study Guide	Optional study guide	150	200

Financial Aid for CAM Candidates

NBAA Charities and U.S. Veterans Administration

- Scholarships typically include funding for the CAM application and exam fees.
- Scholarships may include funding for:
 - Triennial CAM recertification.
 - NBAA BACE registration.
 - Optional CAM Study Guide.
- See the list of current scholarship opportunities at <https://www.nbaa.org/prodev/scholarships/>.
- Veterans Administration benefits available to reimburse exam fee for qualifying veterans; linked at <http://www.benefits.va.gov/gibill/>.

Conclusion

Distinguish Yourself as a Business Aviation Professional

- CAM has certificants in all business aviation job disciplines.
- CAM job analysis informs the domains of knowledge.
- There are many ways to prepare for the exam and develop competence.
- CAM exam is a competency-based, criterion-referenced exam.
- Continuing competence requires continuing professional development.
- NCCA accreditation recognizes the CAM program complies with standards.

Sample CAM Exam Questions

- All CAM exam questions are multiple-choice with four options.
- There are no true/false or essay questions on the exam.
- The following sample CAM exam questions are representative of the format and types of questions a candidate may expect to encounter in the CAM exam.
- More sample questions are available in the CAM Study Guide.

Sample Question

Domain: Business Management

Industry best practices recommend that Noise Abatement programs should:

- A. Not apply to non-turbine aircraft.
- B. Supersede the manufacturer's recommended procedures.
- C. Only apply to older turbojet aircraft manufactured prior to 1980.
- D. Include procedures that provide for safety and standardization.

Sample Question

Domain: Business Management

If a particular flight is subject to Federal Excise Tax, who is responsible for the tax?

- A. The entity that owns the aircraft is responsible for collecting and remitting the tax.
- B. The entity billing the end-user customer is responsible for collecting and remitting the tax.
- C. The entity billing the end-user customer is responsible for collecting the tax and the entity that owns the aircraft is responsible for remitting the tax.
- D. The entity that is the end-user customer is responsible for collecting and remitting the tax.

Sample Question

Domain: Human Resources

What guidelines should the aviation manager consider when hiring temporary flight crew as a scheduling option during heavy company travel times?

- A. The crewmember should meet the same experience and proficiency requirements as full-time pilots and be familiar with flight department SOPs.
- B. The crewmember's training and experience must meet FAA contract pilot requirements.
- C. The crewmember must have fulfilled all the requirements of FAR 61.56 within the previous 12 months.
- D. The crewmember should meet the same pre-hire requirements, such as completing drug tests and psychological checks as full-time pilots.

Sample Question

Domain: Human Resources

On a recurring basis, dispatch is unable to crew aircraft due to extended long flight duty days. To BEST address this issue, the aviation manager should:

- A. Re-evaluate the pilot-to-aircraft staffing ratio to determine whether additional staffing is required.
- B. Consider the pilots' fatigue level and write a waiver if fatigue is not a factor.
- C. Change the flight duty day limitations to accommodate a longer flight duty day.
- D. Hire a part-time pilot to cover the late flight duty schedule.

Sample Question

Domain: Leadership

A company's new aviation department manager is working on finalizing goals for the department. A well-defined mission statement is designed to:

- A. Provide specific direction to all the company's employees.
- B. Project corporate sales and bottom line profits.
- C. Enhance employee motivation and organizational performance.
- D. Build quality services at cost-effective rates.

Sample Question

Domain: Leadership

An aviation department manager was reviewing pilot flight, duty, and rest time procedures. Which of the following organizations would be the BEST source for recommended guidelines?

- A. International Business Aviation Council (IBAC).
- B. Aircraft Owners and Pilots Association (AOPA).
- C. Flight Safety Foundation (FSF).
- D. General Aviation Manufacturers Association (GAMA).

Sample Question

Domain: Aircraft Maintenance and Facilities Operations

Determining the airworthiness of an aircraft for a flight is the responsibility of the Pilot-in-Command (PIC) and:

- A. Owner/Operator.
- B. Dispatch Manager.
- C. Director of Maintenance.
- D. Safety Manager.

Sample Question

Domain: Aircraft Maintenance and Facilities Operations

The Director of Maintenance has been tasked with ensuring security of the airport facilities for the passengers, employees and airport based assets. The first step should be to:

- A. Prevent unauthorized access to the facilities.
- B. Develop a security program specific to the location.
- C. Assess the threat and vulnerabilities.
- D. Evaluate and update the Emergency Response Plan.

Sample Question

Domain: Operations

Which of the following conditions is required for an aviation department, as a whole, to embrace safety in all of its operations?

- A. Time is provided away from the job to relax.
- B. Flexibility is provided in all operating procedures.
- C. All employees accept safety as a lifestyle.
- D. Stiff penalties are allotted for any safety violation.

Sample Question

Domain: Operations

A flight operations hazard/incident report should be submitted:

- A. When a hazard needs to be eliminated.
- B. When a hazard is likely to be duplicated in other departments.
- C. When a safety concern is detected.
- D. After an investigation to determine the validity of the hazard or incident.

Questions and Answers

Thanks for your interest in the CAM Program

Presenter Contact Information

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