



CAM: Certifying the Future of Business Aviation

Wednesday, October 17, 2018 | 3:00 p.m. – 4:00 p.m.

Presented by: Jamie Stember, CAM
 Jim Buchanan, CAM, C.P.M.

CAM Program Mission

Certifying the Future of Business Aviation

Certified Aviation Manager (CAM) is the professional credential for business aviation managers. The CAM program identifies qualified professionals to lead aviation departments and companies that use business aircraft.

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

Benefits of Achieving CAM Certification

A Critical Step in Career Development



- Earns prestige and respect.
- Demonstrates you have been evaluated against standards protecting stakeholders.
- An objective, third-party review of your education, experience and knowledge.
- Use of the registered CAM certification mark.
- Enables you to evaluate skills of others.

Benefits of Accreditation

A Critical Step for Distinguished Programs



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

CAM Supports the BizAv-Responsible Executive Professional and Leadership Development

Identify, develop and retain future business aviation leadership:

- CAM candidates are motivated to develop and maintain broad knowledge, skills and abilities – they are committed to excellence.
- Employers who reimburse candidates for CAM program costs show their employees they are making an investment in them, which attracts and retains talent.
- CAMs have developed the acumen to communicate effectively with the C-Suite.
- Leadership job postings increasingly say “CAM Required” or “CAM Preferred”.
- CAM is an important qualifier for leadership succession planning.

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 candidates' Frequently Asked Questions (FAQ).
- 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 at cam@nbaa.org.

Preparing to be a CAM

3. Earn at least 100 Eligibility Points

Category	Maximum Points
Employment (minimum two [2] years in business aviation)	90
Formal Education	45
Licensing and Certification	30
Professional Development	45

Many applicants find they already have 100 or more Eligibility Points.

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.
- Or contact CAM program Administrative Director at cam@nbaa.org.

Preparing to be a CAM

5. Study for the Exam

- The Candidate Information Handbook describes program policies, the exam content outline, and contains sample study questions.
- The optional CAM Study Guide contains more sample exam questions, linked at <https://www.nbaa.org/prodev/cam>.
- Attend optional Professional Development Program (PDP) courses, linked at <https://www.nbaa.org/prodev/pdp>.
- Attend an independently-sponsored CAM preparation course.
- Join a local aviation association study group or network with your business aviation colleagues.
- Review other aviation, technical and business education coursework.

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 at cam@nbaa.org 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 local Business Aviation Association educational programs.
- Certificants must comply with professional principles and ethical behavior.

CAM Program Costs

Discounts for NBAA Members

Item	Detail	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 linked 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 certificants have self-identified as leadership succession planning candidates.
- 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 (4) options.
- There are no true/false or essay questions.
- 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 optional CAM Study Guide.

Sample CAM Exam Questions

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 CAM Exam Questions

Domain: Business Management

Which of the following BEST defines the direct operating expenses that may be charged in a FAR 91.501 Timesharing Agreement?

- A. Fuel, additives, travel expenses, landing fees and an additional charge of 100 percent of the fuel used.
- B. Fuel, travel expenses, maintenance accrual, landing fees and an additional charge of 100 percent of maintenance.
- C. Fuel, travel expenses, catering, landing and customs fees, maintenance accrual and an additional charge of 100 percent of the fuel used.
- D. Fuel, insurance, catering, travel expenses, flight planning, maintenance accrual and an additional charge of 100 percent of the fuel used.

Sample CAM Exam Questions

Domain: Human Resources

A crewmember reports for duty at 04:30 a.m. for a schedule involving multiple legs into high-density airports. In this situation, what should be done to ensure a safe operation?

- A. Give the crew extra time off.
- B. Schedule a late return in order to provide crew rest during the day.
- C. Have all crewmembers do their share of the flying.
- D. Reduce the length of the duty day.

Sample CAM Exam Questions

Domain: Human Resources

If a pilot's symptoms from a minor illness are under adequate control with medication, the medication itself:

- A. Will improve pilot performance.
- B. May decrease pilot performance.
- C. Must be available without a prescription.
- D. Will disqualify the pilot from flying.

Sample CAM Exam Questions

Domain: Leadership

Which of the following BEST describes the corporate vision?

- A. A statement of purpose for an organization.
- B. A defined objective for an organization to achieve.
- C. A set of boundaries, goals and objectives to set the direction of an organization.
- D. A realistic, credible and attractive future for an organization.

Sample CAM Exam Questions

Domain: Leadership

If a goal established for an employee is unrealistic and beyond their capabilities, it could:

- A. Allow the employee to experiment with new performance levels and increase morale.
- B. Allow the employee to rise to a higher performance level and morale.
- C. Lead to employee failure but will push the employee to higher performance levels.
- D. Lead to employee failure and a decrease in employee morale.

Sample CAM Exam Questions

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 CAM Exam Questions

Domain: Aircraft Maintenance and Facilities Operations

A maintenance technician was involved in a serious accident at the company hangar. After contacting emergency services, the company's first responsibility is to

- A. Accommodate the family of the technician.
- B. Inform the Emergency Response Plan manager.
- C. Contact local OSHA district manager.
- D. Notify the manager of the local FSDO.

Sample CAM Exam Questions

Domain: Operations

The responsibility for determining the airworthiness of an aircraft for a flight is the pilot-in-command (PIC) and:

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

Sample CAM Exam Questions

Domain: Operations

The four pillars of a Safety Management System (SMS) are:

- A. Safety assessment, safety culture, safety standards and indoctrination.
- B. Safety assurance, safety risk management, policy and safety promotion.
- C. Education, safety practices, safety procedures and execution.
- D. Techniques, processes, safety procedures and safety practices.

Questions and Answers

Thank you for your interest in the CAM Program

Presenter Contact Information

Name	Phone	Email
Jamie Stember, CAM	954.205.2308	jstember@aol.com
Jim Buchanan, CAM, C.P.M.	214.351.8890	t.james.buchanan@att.com



 **NBAA|BACE**[®]
OCTOBER 16-18, 2018 · ORLANDO, FL