



2019 EDUCATION PLAN

National Church Residences Leasing and Property Management

What courses should I take and how long do I have to complete them?

These are common questions our students have and it is our hope this document can answer these questions. If you need further assistance please contact your supervisor for guidance.

Online Training: Pre-Requisites – Timeline: Within 30 days of employment		
	Orientation: What We Do and Who We Serve	0.30 Hour
	Privacy Act & Security Awareness	0.30 Hour
	Cyber Awareness Challenge (External Annual Requirement)	1.50 Hours
New	Code of Conduct	0.50 Hour

Online Training: HR/Compliance Series – Timeline: Within 30 days of employment		
New	Cultural Competence (Annual Requirement)	1.25 Hours
New	The Two Most Common Forms of Workplace Violence... (Annual Requirement)	1.00 Hour
New	Workplace Harassment (Annual Requirement)	1.25 Hours

Online Training: Management Essentials Quicksteps – Timeline: Within 30 days of employment		
	Processing Reserves	1.00 Hour
	Remote Deposit Capture	1.00 Hour

Online Training: Housing Policy– Timeline: Within 60 days of employment		
	Smoke-free	0.25 Hour

Live Classroom Training: Yardi Voyager - – Timeline: Within 90 days of employment		
	Yardi Certification	36.00 Hours

Online Training: Risk Control Series – Timeline: Within 90 days of employment		
	Drive Safely	1.00 Hour
	Fire Safety	1.00 Hour
	House Rules	1.00 Hour
	Insurance 101	0.75 Hour
	Ladder Safety	1.00 Hour
	OSHA: Right-to-Know	0.75 Hour
	Safety Self Inspections	1.00 Hour
	Slips and Falls Prevention	1.00 Hour



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Online Training: REAC – Timeline: Within 90 days of employment		
	Units and Common Areas	0.75 Hour
	Building Systems	0.75 Hour
	Health and Safety	0.75 Hour
	Exterior	0.75 Hour
	Site and Grounds	0.75 Hour

Online Training: Service Coordination Fundamentals – Timeline: Within 90 days of employment		
	Adult Protective Services	1.00 Hour
	Building Professional Relationships	1.00 Hour
	Capturing and Using Data	1.00 Hour
	Day 1: An Introduction	1.00 Hour
	Ethics: Developing a Culture for Practice	1.00 Hour
	Introduction to Documentation	1.00 Hour
	Property Manager & Service Coordinator: A Winning Team	1.00 Hour

Online Training: Housing Tips and Tutorials – Timeline: Within 90 days of enrollment		
	Housing: Live SMARTer and Stay Protected	1.00 Hour
	Understanding the EIV	0.75 Hour
	EIV Safeguards and Responsibilities	0.75 Hour
	Mrs. Moore on the MOR	0.75 Hour

Online Training: Service Coordination Enrichment – Timeline: Within 180 days of enrollment		
	Transformational Interviewing	1.00 Hour



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*Online Training: Property Management Basics – Timeline: Within 12 months of employment		
	Applied Fair Housing	1.50 Hours
	Marketing in Your Backyard	1.50 Hours
	The 5 Steps for Telephone Techniques	1.50 Hours
	The 5 Steps for Tailoring the Tour and Close	1.50 Hours
	Determining Eligibility for Your HUD Affordable Property	1.50 Hours
	Determining Eligibility for Your Tax Credit Affordable Property	1.50 Hours
	Move-In Procedures HUD (Part 1)	1.50 Hours
	Move In Procedures - Tax Credit (Part 1)	1.50 Hours
	Move-In Procedures (Part 2)	1.50 Hours
	HUD Recertification Procedures	1.50 Hours
	Tax Credit Recertification Procedures	1.50 Hours
	Move Out and Resident Retention	1.50 Hours

**The Property Management Basics program includes 12hrs of Instructor-Led supplemental training (Online Learning Teams)*

Live Classroom Training: Management Essentials– Timeline: Within 90 days of employment		
	Developing a HUD Budget	6.00 Hours
	Financial Performance	6.00 Hours
	Management Essentials HUD Audits (ONLINE Course)	0.75 Hour

QUESTIONS?	Login Assistance	NCRU: Relias Learning Website
	please contact the NCRU at (614) 273-3510 or by email NCRU@nationalchurchresidences.org	https://nationalchurch.training.reliaslearning.com