

2020 Annual Education Plan

National Church Residences Leasing & Property Management

This document provides guidance regarding your annual education requirements and how to complete training. If you need further assistance, please contact your supervisor for guidance.

Online Training: 30-Day New Hire -- Timeline: Within 30 days of employment

Orientation: What We Do and Who We Serve	1.00 Hour
Privacy Act & Security Awareness	0.75 Hour

Online Training: Annual Requirements -- Timeline: Within 30 days of employment

Cultural Competence	1.25 Hours
The Two Most Common Forms of Workplace Violence	1.00 Hour
Workplace Harassment	1.25 Hours
Code of Conduct	0.50 Hour
ALICE Active Shooter Response Training	1.00 Hour
Cyber Awareness Challenge (External Annual Requirement)	1.00 Hour

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
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Live Classroom Training: Yardi Voyager -- Timeline: Within 90 days of employment

Yardi Certification	36.00 Hours
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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

Online Training: REAC -- Timeline: Within 90 days of employment

Units and Common Areas	0.75 Hour
Building Systems	0.75 Hour
Health 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
Property Manager & Service Coordinator: A Winning Team	1.00 Hour
Introduction to Documentation	1.00 Hour

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Online Training: Housing Tips & Tutorials -- Timeline: Within 90 days of employment

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
Yardi Mobile Maintenance	1.00 Hour

Online Training: Maintenance Technology -- Timeline: Within 90 days of employment

Yardi Mobile Maintenance	1.00 Hour
InspectCheck	1.00 Hour

Online Training: Service Coordination Enrichment -- Timeline: Within 180 days of employment

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 12 hours of Instructor-Led supplemental training in the form of Online Learning Teams (OLTs)*

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Live Classroom Training: Management Essentials -- Timeline: Within 30 days of employment

Developing a HUD Budget	6.00 Hours
Financial Performance	6.00 Hours
Management Essentials HUD Audits (ONLINE Course)	0.75 Hour

Career Development Training

Additional online modules and live webinar trainings annually as part of an ongoing career development plan. Email notifications throughout the year will inform of opportunities and associated requirements.