



National Church Residences
UNIVERSITY

2018 HOUSING EDUCATION REQUIREMENTS
LEASING & 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.

<p>First 30 Days Training Timeline: Within first 30 days of employment</p> <ul style="list-style-type: none"> • Orientation: What We Do and Who We Serve • Privacy Act & Security Awareness • Cyber Awareness Challenge • HR Compliance Program (Management/Supervisors Only) 	<p>Property Management Basics Timeline: Within first 12 months of employment</p> <ul style="list-style-type: none"> • Applied Fair Housing • Marketing in Your Backyard • The 5 Steps for Telephone Techniques • The 5 Steps for Tailoring the Tour and Close • Determining Eligibility for Your HUD Affordable Property • Determining Eligibility for Your Tax Credit Affordable Property • Move-In Procedures HUD (Part 1) • Move In Procedures - Tax Credit (Part 1) • Move-In Procedures (Part 2) • HUD Recertification Procedures • Tax Credit Recertification Procedures • Move Out and Resident Retention
<p>Management Essentials: Quick Steps Timeline: Within first 30 days of employment</p> <ul style="list-style-type: none"> • Processing Reserves • Remote Deposit Capture 	<p>Service Coordination Fundamentals Timeline: Within first 90 days of employment</p> <ul style="list-style-type: none"> • From Day 1: An Introduction • Documentation 101 • Tracking Data • Property Manager and Service Coordinator: A Winning Team • Adult Protective Services: What You Need To Know • Building Professional Relationships • Ethics
<p>Risk Control Timeline: Within first 90 days of employment</p> <ul style="list-style-type: none"> • OSHA • Driving Safely • Fire Safety • House Rules • Insurance 101 • Ladder Safety • Safety Self-Inspections • Slip and Fall Prevention • ALICE Active Shooter Response Training (Coming September 2018) 	<p>Management Essentials Timeline: Within first 12 months of employment</p> <ul style="list-style-type: none"> • Developing a HUD Budget • Financial Performance • Management Essentials HUD Audits
<p>Yardi Voyager Training Timeline: Within first 90 days of employment</p> <ul style="list-style-type: none"> • Yardi Certification • Prerequisites Must be completed within 30 days of enrollment <ul style="list-style-type: none"> * Cyber Awareness Challenge * Privacy Act and Security Awareness 	<p>Service Coordination Enrichments Timeline: Within 180 days of enrollment</p> <ul style="list-style-type: none"> • Transformational Interviewing
<p>REAC Timeline: Within first 90 days of employment</p> <ul style="list-style-type: none"> • Units and Common Areas • Building Systems • Health & Safety • Exterior • Site and Grounds 	<p>Career Development Electives Additional online modules or further education as part of an ongoing career development plan</p> <p>Housing Certifications or Designations (Such as: CPO, SHCM, COS, FHC, CPM, NAHP, etc.) Timeline: As scheduled during your annual review</p>