Electives Catalog

Go beyond the basics with Grace Hill's training electives. Elevate your training program with elective bundles that help you reach your performance goals.

Elevate Your Team Training

Customize your training program with our Electives bundles. From leadership and risk management to sales and reputation management, we have the courses you need to build professional property management teams.

Browse the categories below for more details, including course descriptions and length.

Course Versions

Basic Electrical

In this course, you will become familiar with the basics of electrical work, including the common terminology, the tools of the trade, important safety tips, and some practical applications for your apartment community.

Duration 2 Hours 0 Minutes
Package Basic Maintenance Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Basic Electrical

Duration 2 hours

0 minutes

Basic HVAC

In this course, you will become familiar with the basics of HVAC work, including the common terminology, the tools of the trade, important safety tips, and some practical applications for your property.

Duration 2 Hours 0 Minutes
Package Basic Maintenance Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Basic HVAC

Duration 2 hours

0 minutes

Basic Plumbing

In this course, you will become familiar with plumbing fundamentals, including the common terminology, the tools of the trade, important safety concerns, and some practical applications for your property.

Duration 2 Hours 0 Minutes

Package Basic Maintenance Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Basic Plumbing

Duration 2 hours

0 minutes

Cybersecurity Essentials

Protect your business and data with essential cybersecurity practices. This course covers key topics, including identifying risks, preventing malware and phishing scams, managing passwords securely, and handling data safely. Through nine focused modules, you'll learn to recognize threats, implement security measures, and safeguard workplace information.

Duration 1 Hour 0 Minutes
Package Information & Data Privacy
Records Score No
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Cybersecurity Essentials

Duration 1 hour

0 minutes

Cybersecurity Essentials - Supervisor Supplement

Supervisors play a critical role in maintaining a secure workplace. This course equips you with the skills to foster cybersecurity awareness, analyze security incidents, and implement effective response strategies. You'll also learn how to evaluate training programs to keep employees informed and proactive against cyber threats.

Duration 0 Hours 10 Minutes
Package Information & Data Privacy
Records Score No
Content Provider Grace Hill
Supervisor/Employee Supervisor

Languages English

Course Versions
Cybersecurity Essentials - Supervisor Supplement

Duration 0 hours

10 minutes

Cybersecurity Essentials - Employee Assessment

Test your cybersecurity knowledge with this assessment, designed to reinforce key concepts and best practices from the Cybersecurity Essentials course. This evaluation covers critical topics such as identifying risks, preventing cyber threats, managing passwords securely, and handling sensitive data. Complete the assessment to gauge your understanding and ensure you're prepared to maintain a secure workplace.

Duration 0 Hours 10 Minutes
Package Information & Data Privacy
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Cybersecurity Essentials - Employee Assessment

Duration 0 hours

10 minutes

Fraud Prevention

Fraud can quietly drain revenue, damage trust, and put multifamily communities at risk—making prevention a critical priority. In this course, Ilianna, a regional manager with a flair for illusion, uses her stagecraft to reveal how fraud operates in our industry. You'll explore the real-world impact of fraud on operations, residents, and staff, and learn to recognize fraudsters' deceptive tactics, from falsified documents to identity manipulation. Through guided practice, Ilianna will help you build confidence in examining documents, spotting red flags, and responding appropriately to suspected fraudulent behavior. By the final act, you'll be ready to uncover what others miss—and stop fraud in its tracks.

Duration 1 Hour 0 Minutes
Package Information & Data Privacy
Language Support Tool Not Available
Records Score Yes

Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Fraud Prevention

Duration 1 hour

0 minutes

Data Privacy

Understand the critical role of data privacy in property management—beyond cybersecurity. This course focuses on the operational side of protecting personal and sensitive information. Learn how to recognize data privacy risks, safeguard resident and employee information, and respond appropriately to breaches. Unlike technical cybersecurity courses, this training emphasizes everyday practices and policies that prevent data leaks and support compliance.

30 Minutes
Package Information & Data Privacy
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Data Privacy

30 minutes

Battling Bed Bugs

The goal of this training is to provide an overview of bed bugs and their impact on the multifamily industry. It is intended to provide you with the skills necessary to identify, eliminate, and prevent bed bugs in your community

Duration 1 Hour 0 Minutes
Package Battling Bed Bugs
NAA CEC Credits Available Yes
NAA CEC Credits
1
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Battling Bed Bugs

Duration 1 hour

0 minutes

Battling Bed Bugs - Spanish

Duration 1 hour

0 minutes

Maintenance and the Resident Experience

Resident retention efforts cannot succeed without the maintenance team! In this course, you will learn why maintenance matters in retention, how to perfect your maintenance process and ways to enable maintenance success. This course is available in English and Spanish versions.

Duration 1 Hour 0 Minutes
Package Maintenance and Resident Experience
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Maintenance and the Resident Experience

Duration 1 hour

0 minutes

Maintenance and the Resident Experience - Spanish

Duration 1 hour

0 minutes

Reputation Management 7: Review Generation

In this course you will learn how to identify opportunities to ask customers to post online reviews and ways to do

so. You will also learn about important rules and guidelines that govern asking for online reviews which prevent unfair, deceptive, or fraudulent practices.

Duration 0 Hours 15 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 7: Review Generation

Duration 0 hours

15 minutes

The Leasing Team's Role in Reputation Management

In this course you will learn about what makes up your community's online reputation and how it influences apartment seekers. You will also learn ways that you can take a proactive stance toward improving your residents' experience, encouraging loyalty, and reducing resident turnover, all of which will result in more positive reviews.

Duration 0 Hours 15 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
The Leasing Team's Role in Reputation Management

Duration 0 hours

15 minutes

The Maintenance Team's Role in Reputation Management

In this course you will learn about what makes up your community's online reputation and how it influences apartment seekers. You will also learn about many different touchpoints in your day-to-day work life where you can make a difference in the resident experience, encourage loyalty, and reduce resident turnover.

Duration 0 Hours 15 Minutes

Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
The Maintenance Team's Role in Reputation Management

Duration 0 hours

15 minutes

Reputation Management 1: Introduction to Reputation Management

In this course you will learn about what makes up your community's online reputation. You will also learn how your online reputation influences apartment seekers and why it is so important to monitor and manage the online "conversation" about your community.

Duration 0 Hours 10 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 1: Introduction to Reputation Management

Duration 0 hours

10 minutes

Reputation Management 2: The Impact of Online Reviews

In this course you will learn about the importance of your online reputation as one of the first exposures customers have to your community. You will also learn how your online reputation can impact the decision-making of apartment seekers as well as get practice looking up reviews of your community online.

Duration 0 Hours 10 Minutes
Package Reputation Management Series
NAA CEC Credits Available No

Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 2: The Impact of Online Reviews

Duration 0 hours

10 minutes

Reputation Management 3: Reputation and Customer Service

In this course you will learn about proactive and reactive behaviors and how to compare and contrast the two. You will also learn the benefits of ongoing proactive customer service strategies and how implementing them can help you create great customer experiences, and positively impact your reputation.

Duration 0 Hours 15 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 3: Reputation and Customer Service

Duration 0 hours

15 minutes

Reputation Management 4: Using Data to Elevate the Resident Experience

In this course you will learn about gathering resident feedback through regular surveys at different moments during the resident experience at your community. You will also learn how to listen to feedback, take action, and communicate to your residents about the actions you've taken.

Duration 0 Hours 10 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No

Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 4: Using Data to Elevate the Resident Experience

Duration 0 hours

10 minutes

Reputation Management 5: Monitoring Reviews

In this course you will learn about the importance of both monitoring and responding to online reviews about your community. You will also learn about different tools and techniques you and your company can implement to monitor reviews, and why it's important to consistently monitor changes and trends in reviews.

Duration 0 Hours 10 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Reputation Management 5: Monitoring Reviews

Duration 0 hours

10 minutes

Reputation Management 6: Responding to Reviews

In this course, you will learn the importance of responding to all online reviews (both positive and negative) and that reviews provide you valuable information about what's working (and not working) at your community. You will also learn how to write personalized, professional, polite responses which are tailored to address the specific content of each review.

Duration 0 Hours 15 Minutes
Package Reputation Management Series
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee

Languages English

Course Versions
Reputation Management 6: Responding to Reviews

Duration 0 hours

15 minutes

From Generations to Individuals: A Better Workplace Narrative

A lot is said about how to work with or manage different generations in the workplace. But is that narrative valid? Or is it ageism in disguise? Learn why we need to operate under a better narrative: one that sees each person as an individual with a different work style, personality, values and opinions. Furthering this narrative, we'll explore using best-practice interpersonal skills that can truly make a difference when conflicts arise between people of similar or different ages.

Duration 0 Hours 15 Minutes
Package Leadership Development
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
From Generations to Individuals: A Better Workplace Narrative

Duration 0 hours

15 minutes

Leadership 101

Leaders think beyond the management of everyday tasks to inspire, motivate and create alignment. Leadership is a complex role requiring a non-linear mindset and a deep toolbox of skills, which can be learned through practice. Supported by academic research, this series uses common community situations and recognizable examples to demonstrate how new and experienced leaders can benefit from examining several key leadership frameworks.

45 Minutes
Package Leadership Development
Records Score Yes

Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Leadership 101

45 minutes

Leadership 201

Why should community managers learn to step beyond day-to-day transactional practices and gain valuable leadership skills? In short: improved morale, efficiency, engagement, and positive outcomes for the leader and the team. In this series you will learn and improve skills in leading, empowering and executing by applying these leadership skills through extended, realistic scenarios involving community managers and their teams.

Duration 2 Hours 5 Minutes
Package Leadership Development
Records Score Yes
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Leadership 201

Duration 2 hours

5 minutes

Regional Manager Assessment

This knowledge check assessment evaluates your understanding of key concepts from the Regional Manager foundational training, including Roles and Responsibilities, People Success, and Community Success. Use this assessment to test your knowledge of essential topics and skills, reflect on your grasp of critical responsibilities and strategies, and identify areas for improvement.

15 Minutes
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor

Languages English

Course Versions
Regional Manager Assessment

15 minutes

GH Webinar: Leadership Lessons: The Power of Influence

In this webinar, Krisann Gaiko, Senior Vice President of Content Strategy at Grace Hill, sits down with leadership experts Donna Summers and Wendy Walker to explore the profound impact of effective leadership on an entire organization. This engaging discussion delves into how great leaders inspire success, shape organizational culture, and enhance employee retention. Whether you're a seasoned executive or an emerging leader, this webinar offers valuable insights to elevate your leadership approach and foster a thriving workplace.

Duration 1 Hour
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: Leadership Lessons: The Power of Influence

Duration 1 hour

GH Webinar: Leadership Lessons: Key Insights with Multifamily Executives

In this leadership session, Emily Watson, Chief Operating Officer at Lantower Residential, joins Krisann Gaiko, Senior Vice President of Content Strategy at Grace Hill, for an insightful conversation on leadership and success. Emily shares her leadership journey, key philosophies, and the strategies she uses to drive success at Lantower. Topics include team empowerment, navigating industry challenges, fostering innovation, and achieving operational excellence in the residential sector. Gain valuable insights and lessons from this engaging session with one of the industry's top leaders.

Duration 1 Hour
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: Leadership Lessons: Key Insights with Multifamily Executives

Duration 1 hour

Roles and Responsibilities of Regional Managers

Explore the essential skills and knowledge needed to succeed as a Regional Manager. Discover how your duties and responsibilities will evolve as you transition into the role. Gain insights from experienced Regional Managers as they share their perspectives and dive into the key tasks you'll undertake while supporting communities in your portfolio.

30 Minutes
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Roles and Responsibilities of Regional Managers

30 minutes

People Success for Regional Managers

Unlock the secret to success in our industry: it all starts with people. Regional managers must cultivate thriving, motivated, and high-performing teams. Learn the art of engaging and motivating your current team members, identifying the essential skills for any open position, and

uncovering best practices for onboarding new community managers.

30 Minutes
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
People Success for Regional Managers

30 minutes

Community Success for Regional Managers

How do you measure the success of a community? In this course, you'll learn how to effectively assess and report community performance. Master the skills to accurately report financial results, calculate and interpret key performance indicators, and analyze financial data to identify performance concerns that drive profitability and operational efficiency. This course will empower you to measure success, identify trends, and make data-driven decisions that elevate community performance.

40 Minutes
Package Leadership Development
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Community Success for Regional Managers

40 minutes

Safety Series: Electrical Safety

Apartment maintenance personnel work with and around electrical hazards with the potential of electrical

shock daily. An electric shock happens when you have contact with an electric current and the current passes through your body. It can cause serious injury or death.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Electrical Safety

Duration 0 hours

20 minutes

Safety Series: Electrical Safety - Spanish

Duration 0 hours

20 minutes

Safety Series: Fire Prevention

In 2017 there were 95,000 fires in apartments, which caused an estimated 340 deaths. These are scary numbers, but the fact is that many fires are preventable.This course covers the basics of fire prevention, and what can be done to keep your community safe from fire.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Fire Prevention

Duration 0 hours

20 minutes

Safety Series: Fire Prevention - Spanish

Duration 0 hours

20 minutes

Safety Series: Hazard Communication

OSHA's Hazard Communication Standard assures employees and residents know and understand the hazards and identities of the chemicals they are exposed to in the community. The standard also provides employees with information to know what protective measures are available to prevent work-related illnesses and injuries caused by chemicals.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Hazard Communication

Duration 0 hours

20 minutes

Safety Series: Hazard Communication - Spanish

Duration 0 hours

20 minutes

Safety Series: Lockout Tagout

As apartment maintenance personnel you may have to repair or replace equipment that use hazardous energy sources. You can't always hear or see energy sources. The dangerous power can stay invisible and silent until it's too late. Following best practices and safety guidelines while working with hazardous energy can help protect you and your coworkers.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Lockout Tagout

Duration 0 hours

20 minutes

Safety Series: Lockout Tagout - Spanish

Duration 0 hours

20 minutes

Safety Series: Manage Maintenance Safety

Apartment maintenance supervisors have a significant amount of responsibility for their on-site team members and the company. As leaders, they are required to know what is in the best interests of the company while keeping their teams safe, motivated, and productive. Supervisors must lead by example. A culture of safety increases productivity, and decreases operating costs of the entire department and therefore the property runs better.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Safety Series: Manage Maintenance Safety

Duration 0 hours

20 minutes

Safety Series: Manage Maintenance Safety - Spanish

Duration 0 hours

20 minutes

Safety Series: Personal Protective Equipment

Maintenance personnel working in apartment communities are exposed to sharp edges, falling objects, flying sparks, chemicals, noise, and numerous other potentially dangerous situations. When engineering and administrative controls do not provide enough protection, employers must provide and ensure the use of personal protective equipment (PPE) to their employees.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No

Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Personal Protective Equipment

Duration 0 hours

20 minutes

Safety Series: Personal Protective Equipment - Spanish

Duration 0 hours

20 minutes

Safety Series: Practice Maintenance Safety

Workplace safety is everyone's business. If you get sick or hurt on the job, everyone pays the price. When we work together to create a safer place to work, we're all more productive and satisfied with our jobs. This course is designed to help you understand your role in workplace safety and what you can do to safeguard your own well-being on the job.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Practice Maintenance Safety

Duration 0 hours

20 minutes

Safety Series: Practice Maintenance Safety - Spanish

Duration 0 hours

20 minutes

Safety Series: Preventing Slips, Trips, and Falls

Slips, trips, and falls can lead to variety of unfortunate events ranging from a bruised shin to a more serious injury. You will learn about the many conditions and situations that set the stage for slips, trips, and falls in the workplace and how to prevent hazards and injuries.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Preventing Slips, Trips, and Falls

Duration 0 hours

20 minutes

Safety Series: Preventing Slips, Trips, and Falls - Spanish

Duration 0 hours

20 minutes

Safety Series: Proper Lifting and Moving

Lifting and carrying objects is common practice for apartment maintenance personnel. If performed improperly, lifting and moving items can lead to severe injuries. But these can be prevented by knowing how to lift and move properly and, most importantly, knowing when to ask for help.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Proper Lifting and Moving

Duration 0 hours

20 minutes

Safety Series: Proper Lifting and Moving - Spanish
Duration 0 hours

20 minutes

Safety Series: Required OSHA Recordkeeping - OSHA 300

OSHA requires employers to keep records of occupational deaths, injuries, and illnesses. The records are also used by employers and employees to implement safety and health programs at individual workplaces. The data is a widely recognized method for discovering and preventing workplace safety and health problems.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Required OSHA Recordkeeping - OSHA 300

Duration 0 hours

20 minutes

Safety Series: Required OSHA Recordkeeping - OSHA 300 - Spanish

Duration 0 hours

20 minutes

Safety Series: Respiratory Protection

Engineering and work practice controls are used to help manage or eliminate risks from respiratory hazards, and for those risks that we can't eliminate 100%, we use personal protective equipment. Respirators are among the most important pieces of protective equipment for working in hazardous environments. They protect you from inhaling dangerous substances, such as chemicals and infectious particles. Selecting the right respirator requires first figuring out the types of hazard in the workplace and choosing the most appropriate respirator.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No

Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Respiratory Protection

Duration 0 hours

20 minutes

Safety Series: Respiratory Protection - Spanish

Duration 0 hours

20 minutes

Safety Series: Tool Safety

Tools are a large part of maintenance personnels' work lives. Maintenance, construction, plumbing, electrical, and HVAC work all require the use of tools; however, improper use of tools exposes employees to risks for serious and even fatal injuries. Understanding the hazards, wearing appropriate PPE, and following basic safety procedures will prevent injury.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Tool Safety

Duration 0 hours

20 minutes

Safety Series: Tool Safety - Spanish

Duration 0 hours

20 minutes

Safety Series: Beat Heat Stress

Hot summer months pose unique hazards for maintenance personnel who often work outdoors in extreme heat and engage in strenuous physical activities. Heat stress can cause occupational illnesses and also increase workers' risk of injuries. Preventing heat stress is essential to staying healthy no matter how high the temperature climbs.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Beat Heat Stress

Duration 0 hours

20 minutes

Safety Series: Beat Heat Stress - Spanish

Duration 0 hours

20 minutes

Safety Series: Workplace Illness Prevention

OSHA requires employers to keep records of occupational deaths, injuries, and illnesses. The records are also used by employers and employees to implement safety and health programs at individual workplaces. The data is a widely recognized method for discovering and preventing workplace safety and health problems.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Workplace Illness Prevention

Duration 0 hours

20 minutes

Safety Series: Workplace Illness Prevention - Spanish

Duration 0 hours

20 minutes

Safety Series: Bloodborne Pathogens

As part of their daily work, property management maintenance staff perform tasks which can put them at risk of exposure to viruses transmitted through contact with infected blood and other bodily fluids. You will learn about the most commonly encountered viruses, symptoms of infection, and steps you can take to prevent and protect yourself from exposure.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Bloodborne Pathogens

Duration 0 hours

20 minutes

Safety Series: Bloodborne Pathogens - Spanish

Duration 0 hours

20 minutes

Safety Series: Combat Cold Stress

Property management maintenance personnel often work outdoors in cold weather for extended periods of time and can be at risk of cold stress. Cold stress occurs when a person's skin temperature and eventually their body's internal temperature decreases to dangerous levels. Cold stress can lead to serious health problems and may cause tissue damage, and possibly death.

Duration 0 Hours 20 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Combat Cold Stress

Duration 0 hours

20 minutes

Safety Series: Combat Cold Stress - Spanish

Duration 0 hours

20 minutes

Safety Series: Confined Spaces

This course covers areas considered confined spaces and permit-required confined spaces. For apartment maintenance personnel, these spaces are usually large enough for workers to enter and perform specific jobs. Additionally, a confined space also has limited space and limited or restricted means for entry or exit, which alone makes them potentially hazardous work areas.

Duration 0 Hours 40 Minutes
Package Safety Series
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Safety Series: Confined Spaces

Duration 0 hours

40 minutes

Safety Series: Confined Spaces - Spanish

Duration 0 hours

40 minutes

Industry Update: 2023 Income Limits Released

HUD published the 2023 income limits on May 15, 2023 with a May 15, 2023 effective date. This short course provides an analysis of the 2023 income limits and helps you understand how to apply them.

Duration 0 Hours 10 Minutes
Package Tax Credit
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions
Industry Update: 2023 Income Limits Released

Duration 0 hours

10 minutes

Tax Credit Basics 15: Program Certifications (HOTMA)

In previous courses, you learned about certifications that must be performed to determine initial eligibility, as well as annual recertifications to show that each program-qualified household continues to be eligible. Adjusted certifications also are performed when a new member joins a qualified household. The process of completing required certifications is very important, and to avoid noncompliance, care must be taken to perform them correctly.

20 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 15: Program Certifications (HOTMA)

20 minutes

Industry Update: 2024 Income Limits Released

HUD published the 2024 income limits on April 1, 2024 with an April 1, 2024 effective date. This short course provides an analysis of the 2024 income limits and helps you understand how to apply them.

Duration 0 Hours 10 Minutes
Package Tax Credit
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions
Industry Update: 2024 Income Limits Released

Duration 0 hours

10 minutes

Tax Credit Basics 16: Available Unit Rule (HOTMA)

One unique tax credit program compliance rule is the available unit rule (AUR). This rule is invoked if a previously qualified household has an income increase above a predetermined threshold. If this happens, there are rules in place that, if followed, will keep the unit in compliance. As with all program rules, you must understand the available unit rule and how to apply it in a variety of situations.

50 Minutes
Package Tax Credit
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 16: Available Unit Rule (HOTMA)

50 minutes

Tax Credit Basics 1: Introduction to Site Compliance (HOTMA)

This course provides a high-level overview of the Low-Income Housing Tax Credit Program. In it, you will learn about the history and mission of the program, how the program differs from other governmental affordable housing programs, how the program works, including key players, documents, and timeframes for federal and state-level compliance, and what it means to be compliant and the importance of maintaining compliance.

Duration 0 Hours 25 Minutes
Package Tax Credit
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 1: Introduction to Site Compliance (HOTMA)

Duration 0 hours

25 minutes

Tax Credit Basics 17: Unit Transfers and the Unit Vacancy Rule (HOTMA)

Two additional unique compliance rules are the unit transfer and the unit vacancy rules. While the tax credit program allows for unit transfers, specific guidelines must be followed. Most important is knowing when a transfer is considered a swap, and when you need to re-qualify the household to maintain your property's applicable fraction. You will also learn important definitions related to the unit vacancy rule and how to document reasonable attempts and unit availability.

40 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 17: Unit Transfers and the Unit Vacancy Rule (HOTMA)

40 minutes

Tax Credit Basics 2: Eligibility Rules (HOTMA)

To live in a program-eligible unit, applicants must meet your property's resident selection requirements and the eligibility requirements of the program. This course outlines important aspects of determining eligibility, including income limits, determining household size and compliance with the full-time student rule, and following guidelines for Section 8 voucher holders

Duration 0 Hours 25 Minutes
Package Tax Credit
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All

Languages English

Course Versions
Tax Credit Basics 2: Eligibility Rules (HOTMA)

Duration 0 hours

25 minutes

Tax Credit Basics 3: Determining Eligibility (HOTMA)

There are five steps to determining a household's eligibility to live in a program-specific unit. This course covers steps 1 through 3, which are: interviewing the applicants, completing the application, and verifying the applicants' eligibility information. It is important to know what to do in each step. A complete and correct application, as well as verification that meets program guidelines, are critical to ensuring your property stays in compliance with program rules.

Duration 0 Hours 20 Minutes
Package Tax Credit
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 3: Determining Eligibility (HOTMA)

Duration 0 hours

20 minutes

Tax Credit Basics 4: Income Eligibility (HOTMA)

There are five steps to determining a household's eligibility to live in a program-specific unit. This course covers step 4, which is calculating household income. This step includes finding the household's annualized income plus the household's asset income.

Duration 0 Hours 20 Minutes
Package Tax Credit
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 4: Income Eligibility (HOTMA)

Duration 0 hours

20 minutes

Tax Credit Basics 5: Documentation & Recertification (HOTMA)

This course covers the fifth and final step of the process to determine whether a household is eligible to live in a tax credit program unit: completing the Tenant Income Certification form and the lease. It also discusses records retention and introduces the annual recertification process, which is a critical part of staying in compliance with program rules.

Duration 0 Hours 15 Minutes
Package Tax Credit
Language Support Tool Not Available
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 5: Documentation & Recertification (HOTMA)

Duration 0 hours

15 minutes

Tax Credit Basics 6: Employment & Self Employment Income (HOTMA)

One of the steps to determining a household's eligibility to live in a program-specific unit is income eligibility. In this course, we discuss the rules surrounding income—in particular, the types we must include and the types we must exclude. We will look at the calculations needed to be performed to annualize income, as well as special considerations for employment and self-employment income.

45 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 6: Employment & Self Employment Income (HOTMA)

45 minutes

Tax Credit Basics 7: Social Security & TANF Income (HOTMA)

This course covers Social Security and TANF income and how each is calculated and verified for the tax credit program.

15 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 7: Social Security & TANF Income (HOTMA)

15 minutes

Tax Credit Basics 8: Child Support, Alimony, & Military Pay Income (HOTMA)

This course covers calculating and verifying child support, alimony, and military income for the tax credit program.

15 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 8: Child Support, Alimony, & Military Pay Income (HOTMA)

15 minutes

Tax Credit Basics 9: Other Income Types & Zero Income Households (HOTMA)

This course covers how to handle income sources that are paid periodically, how to address retirement accounts, and how to document zero-income households.

25 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 9: Other Income Types & Zero Income Households (HOTMA)

25 minutes

Tax Credit Basics 10: Types of Assets (HOTMA)

In this course, we review the types of assets you must include and exclude in your calculations and special considerations for calculating cash value and income from assets. This will help you accurately determine asset-related income, which must be included in the eligibility calculations.

Duration 0 Hours 25 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 10: Types of Assets (HOTMA)

Duration 0 hours

25 minutes

Tax Credit Basics 11: Real Property Assets (HOTMA)

This course covers real property assets, commonly referred to as real estate, including how asset income

from these sources should be calculated, ways to verify assets, and common scenarios associated with each. This will help you accurately determine real property asset-related income, which must be included in the eligibility calculation.

Duration 0 Hours 20 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 11: Real Property Assets (HOTMA)

Duration 0 hours

20 minutes

Tackling Income Limit Implementation

Each year, typically around April 1st, HUD publishes income limits for HUD-assisted properties and limits for Housing Credit and Tax-Exempt Bond properties, which are known as the Multifamily Tax Subsidy Properties (MTSP) Income Limits. When these limits come out, it is important to know how to apply them at each of your properties, and this course will help you do that. - Last Updated: 4/26/2022

Duration 0 Hours 15 Minutes
Package Tax Credit
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions
Tackling Income Limit Implementation

Duration 0 hours

15 minutes

Tax Credit Basics 12: Other Assets (HOTMA)

In this course, you will learn about some additional types of assets you may encounter, some less common than others, and whether they must be included or excluded in your calculations.

Duration 0 Hours 20 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 12: Other Assets (HOTMA)

Duration 0 hours

20 minutes

Tax Credit Advanced: Electing the AIT Minimum Set-Aside Option and Staying in Compliance

As part of the Consolidated Appropriations Act of 2018, Congress revised Internal Revenue Code Section 42 to include a new minimum set-aside option called the Average Income Test (AIT). This course focuses on applying the AIT, its effects on the Available Unit Rule and how noncompliance is treated. This is an advanced course that assumes you have completed the Tax Credit Basics series.

Duration 0 Hours 30 Minutes
Package Tax Credit
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Advanced: Electing the AIT Minimum Set-Aside Option and Staying in Compliance

Duration 0 hours

30 minutes

Tax Credit Basics 13: Applying Unique Program Rules (HOTMA)

Whether your property is 100% tax credit program units or mixed-income, unique program rules affect your property and must be understood to remain compliant. Up to now, we've focused on rules applied at the household level. In this course, you will learn about program rules applied on the unit, building, or project level. It is also important to understand how compliance is measured. This requires knowledge of the more complicated concepts of tax credit program compliance: minimum set-aside and applicable fraction.

35 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 13: Applying Unique Program Rules (HOTMA)

35 minutes

Tax Credit Advanced: Understanding the AIT Minimum Set-Aside Option

As part of the Consolidated Appropriations Act of 2018, Congress revised Internal Revenue Code Section 42 to include a new minimum set-aside option called the Average Income Test (AIT). This course provides an introduction to the AIT. This is an advanced course that assumes you have completed the Tax Credit Basics series.

Duration 0 Hours 10 Minutes
Package Tax Credit
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Advanced: Understanding the AIT Minimum Set-Aside Option

Duration 0 hours

10 minutes

Tax Credit Basics 14: Unit Eligibility (HOTMA)

Some rules apply to the eligibility of the specific tax credit units themselves. These rules can be categorized into six areas and cover issues like minimum lease terms, property standards, and availability of units for use by the general public. Units not meeting the eligibility rules may result in noncompliance, even if the household occupying the unit is qualified for the tax credit program.

20 Minutes
Package Tax Credit
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

Course Versions
Tax Credit Basics 14: Unit Eligibility (HOTMA)

20 minutes