



## Vision Catalog - Electives

Go beyond the basics with Vision's Electives training bundles! Whatever the goals are for your team, the Electives bundles help you build the perfect training program.

Go beyond the basics with Vision's **Electives** training bundles! Build a more engaging and meaningful training experience for your learners. Whether you're training for advanced leadership, enhanced sales skills, or tax credit compliance, the **Electives** bundles help you build the perfect training program.

Every company has a unique structure, and its training needs are no less unique. We've developed the **Electives** bundles to help you build a more effective and valuable online training program. You can add course bundles that upskill safety, maintenance, and reputation management. As your business grows and changes, your training setup can be as flexible as you need.

Browse through the categories below for more details. Each category will display the related courses with full descriptions and course lengths.

# Course Versions

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## 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

## Reducing Risk Through Policies and Procedures

In this course, you will learn best practices for reviewing, maintaining, and implementing company policies and procedures.

**Duration** 0 Hours 15 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Human Resources

**Supervisor/Employee** Supervisor

**Languages** English

Course Versions

**Reducing Risk Through Policies and Procedures**

**Duration** 0 hours 15 minutes

## Retaliation in the Workplace

This course provides an overview of retaliation in the workplace, including how to recognize and deal with retaliation should you find yourself the target of retaliatory behavior.

**Duration** 0 Hours 20 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Language Support Tool** Available

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Compliance

**Supervisor/Employee** Employee

**Languages** English, Spanish

Course Versions

**Retaliation in the Workplace**

**Duration** 0 hours 20 minutes

**Retaliation in the Workplace - Spanish**

**Duration** 0 hours 20 minutes

## Retaliation in the Workplace for Supervisors

This course provides an overview of retaliation in the workplace, including what to do if you experience retaliation, and, as a supervisor, what you can do to avoid retaliation.

**Duration** 0 Hours 20 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Language Support Tool** Available

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Compliance

**Supervisor/Employee** Supervisor

**Languages** English, Spanish

### Course Versions

**Retaliation in the Workplace for Supervisors**

**Duration** 0 hours 20 minutes

**Retaliation in the Workplace for Supervisors - Spanish**

**Duration** 0 hours 20 minutes

## The California Consumer Privacy Act

The California Consumer Privacy Act (CCPA) was signed into law on June 28, 2018, and went into effect on January 1, 2020. The act created new consumer rights relating to access to, deletion of, and sharing of personal information that is collected by businesses. These new regulations will impact the multifamily housing industry. This course will teach you about the new rules for CCPA compliance and how your organization can work to follow them.

**Duration** 0 Hours 30 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Compliance

**Supervisor/Employee** Supervisor

**Languages** English

### Course Versions

**The California Consumer Privacy Act**

**Duration** 0 hours 30 minutes

## Understanding the Family and Medical Leave Act

This course provides the foundational knowledge you will need to understand the Family and Medical Leave Act (FMLA). You will learn the purpose of FMLA, who is eligible for the leave, what leaves may qualify for FMLA, and how employers should administer this leave.

**Duration** 0 Hours 20 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Human Resources

**Supervisor/Employee** Supervisor

**Languages** English

### Course Versions

**Understanding the Family and Medical Leave Act**

**Duration** 0 hours 20 minutes

## Vehicle Safety

Over 6.8 million motor vehicle accidents a year occur in the U.S. Experts agree that many accidents are preventable. In this course, learn vehicle safety tips to help reduce the risk of causing an accident and make the roads safer for all.

**Duration** 0 Hours 20 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Safety

**Supervisor/Employee** Employee

**Languages** English

### Course Versions

**Vehicle Safety**

**Duration** 0 hours 20 minutes

## Assistance Animals in Multifamily Housing

Issues surrounding assistance animals are some of the more complicated ones to navigate in the property management industry. In this course you will learn how federal laws regarding service and assistance animals apply to multifamily properties, strategies for handling accommodation requests related to assistance animals, and what to do when you suspect a medical verification for an assistance animal is not legitimate.

**Duration** 0 Hours 15 Minutes  
**Package** Compliance Plus  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Fair Housing  
**Supervisor/Employee** Employee  
**Languages** English, Spanish

#### Course Versions

##### **Assistance Animals in Multifamily Housing**

**Duration** 0 hours 15 minutes

##### **Assistance Animals in Multifamily Housing - Spanish**

**Duration** 0 hours 15 minutes

## Bribery Awareness

Bribery can be a problem in any industry, even multifamily housing. In this course, you'll learn how to recognize, respond to, and report bribery in the workplace.

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

#### Course Versions

##### **Bribery Awareness**

**Duration** 0 hours 15 minutes

## Designing an Equitable Workplace Dress Code

In this course, learn how to avoid common dress code mistakes and design a fair, equitable, and accommodating dress code.

**Duration** 0 Hours 10 Minutes  
**Package** Compliance Plus  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Human Resources  
**Supervisor/Employee** Supervisor  
**Languages** English

#### Course Versions

##### **Designing an Equitable Workplace Dress Code**

**Duration** 0 hours 10 minutes

## Fair Housing and Limited English Proficiency

This course provides an overview of guidance issued by the Department of Housing and Urban Development (HUD) to help multifamily housing providers understand how the Fair Housing Act (FHA) applies to people who are limited English proficient, or LEP.

**Duration** 0 Hours 15 Minutes  
**Package** Compliance Plus  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Fair Housing  
**Supervisor/Employee** Employee  
**Languages** English

#### Course Versions

##### **Fair Housing and Limited English Proficiency**

**Duration** 0 hours 15 minutes

## Fair Housing and Local Nuisance Ordinances

This course is about guidance issued by the department of Housing and Urban Development to help housing providers understand how the Fair Housing Act applies to Local Nuisance ordinances. These ordinances may lead to housing discrimination against survivors of domestic violence and other persons in need of emergency services. It's important to be educated on the rules and how they apply to fair housing.

**Duration** 0 Hours 30 Minutes  
**Package** Compliance Plus  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Fair Housing  
**Supervisor/Employee** Employee  
**Languages** English

#### Course Versions

##### **Fair Housing and Local Nuisance Ordinances**

**Duration** 0 hours 15 minutes

## Fair Housing and Social Media

This course provides practical strategies for complying with fair housing law as you manage your community's social media.

**Duration** 0 Hours 15 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Fair Housing

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Fair Housing and Social Media**

**Duration** 0 hours 15 minutes

## Fair Housing and the Violence Against Women Act

This course will explore how the Violence Against Women Act protects survivors of domestic violence, dating violence, sexual assault, and stalking from housing discrimination.

**Duration** 0 Hours 15 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Fair Housing

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Fair Housing and the Violence Against Women Act**

**Duration** 0 hours 15 minutes

## GH Webinar: Fair Housing Compliance Updates

Learn about the latest in fair housing compliance, including lessons from recent religious discrimination cases, how to apply HUD's guidance on criminal background checks, discrimination based on sexual orientation, working with Section 8 voucher holders and how to proceed in the wake of new leadership at HUD.

**Duration** 1 Hour 0 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Grace Hill

**Subject** Fair Housing

**Supervisor/Employee** Supervisor

**Languages** English

**Course Versions**

**GH Webinar: Fair Housing Compliance Updates**

**Duration** 1 hour 0 minutes

## Marijuana at Work: What Employers Need to Know

When state law says one thing and federal law says another, what's an employer to do? In this course, learn how this complex and sometimes contradictory topic relates to drug testing, employer responsibilities, and employee rights.

**Duration** 0 Hours 15 Minutes

**Package** Compliance Plus

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Human Resources

**Supervisor/Employee** Supervisor

**Languages** English

**Course Versions**

**Marijuana at Work: What Employers Need to Know**

**Duration** 0 hours 15 minutes

## Cybersecurity for Supervisors 4: Creating Strong Passwords

People continue to be the weakest link when it comes to protecting sensitive information from cybercriminals. In this course you'll learn basic rules for creating and storing strong, secure passwords, and best practices for choosing security questions and answers. As a supervisor you must take an active role in creating a culture of cybersecurity awareness in the workplace, including ensuring that employees are following company policies and keeping valuable information safe.

**Duration** 0 Hours 20 Minutes

**Package** Cybersecurity Series

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Cybersecurity

**Supervisor/Employee** Supervisor

**Languages** English



Course Versions  
**Cybersecurity for Supervisors 4: Creating Strong Passwords**

**Duration** 0 hours 20 minutes

## **Cybersecurity for Supervisors 5: Protecting Data, Devices and Documents**

In this course you will continue to learn good cyber hygiene habits and how all employees can take steps to minimize the risk of a cyberattack. This course takes you beyond the basics to strategies such as implementing two-factor authentication, keeping software up-to-date, and using public Wi-Fi networks safely. You'll also learn proactive steps your employees should take to protect mobile devices and documents in the physical workspace.

**Duration** 0 Hours 30 Minutes  
**Package** Cybersecurity Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Cybersecurity  
**Supervisor/Employee** Supervisor  
**Languages** English

Course Versions  
**Cybersecurity for Supervisors 5: Protecting Data, Devices and Documents**

**Duration** 0 hours 30 minutes

## **Cybersecurity for Supervisors 6: Implementing a Strong Cybersecurity Strategy**

This course teaches the important elements of a cybersecurity strategy and how to ensure your strategy addresses the risks and challenges of the property management industry. It is important to make sure all employees are trained to be vigilant in protecting sensitive data and recognizing threats, and to understand the critical role they play in keeping their workplace safe and secure.

**Duration** 0 Hours 20 Minutes  
**Package** Cybersecurity Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Cybersecurity

**Supervisor/Employee** Supervisor  
**Languages** English

Course Versions  
**Cybersecurity for Supervisors 6: Implementing a Strong Cybersecurity Strategy**

**Duration** 0 hours 20 minutes

## **Cybersecurity for Employees 1: Internet Basics**

These days much of your home and work life involves interacting with the Internet. If you feel behind the curve on this topic, you are not alone. This course will get you up-to-speed by explaining the basics of the Internet, web browsers and the cloud. You will learn how to safely access information on the web, and use the cloud to safely store and access information

**Duration** 0 Hours 45 Minutes  
**Package** Cybersecurity Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Cybersecurity  
**Supervisor/Employee** Employee  
**Languages** English

Course Versions  
**Cybersecurity for Employees 1: Internet Basics**

**Duration** 0 hours 45 minutes

## **Cybersecurity for Employees 2: Issues in Property Management**

The property management industry gathers and stores a lot of personal information that is a goldmine for hackers and cybercriminals. This course introduces you to the world of cybercrime and the types of information cybercriminals are after. You will learn good cybersecurity practices to stay ahead of the curve and safeguard residents' privacy and protect personal data.

**Duration** 0 Hours 20 Minutes  
**Package** Cybersecurity Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Cybersecurity  
**Supervisor/Employee** Employee  
**Languages** English

Course Versions  
**Cybersecurity for Employees 2: Issues in Property Management**  
Duration 0 hours 20 minutes

## Cybersecurity for Employees 3: Preventing Cyberattacks and Malware

Most cybercrime starts with malicious malware, which can be installed on your computer or network without you knowing. Raising your awareness of suspicious situations can go a long way in helping you avoid malware, and ultimately keep valuable data safe. In this course you will learn how and why criminals get access to sensitive data, about different types of malware, and strategies to help protect yourself from malware.

Duration 0 Hours 30 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Employee  
Languages English

Course Versions  
**Cybersecurity for Employees 3: Preventing Cyberattacks and Malware**  
Duration 0 hours 30 minutes

## Cybersecurity for Employees 4: Protecting Yourself from Social Engineering Scams

More and more, cybercriminals are engaging people through email, social media and mobile apps. People tend to want to trust others, and criminals use our trusting nature to their advantage. In this course you will learn ways criminals try to trick you into revealing personal information, and common-sense ways to identify social engineering scams and avoid falling victim to them.

Duration 0 Hours 30 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Employee  
Languages English

Course Versions  
**Cybersecurity for Employees 4: Protecting Yourself from Social Engineering Scams**  
Duration 0 hours 30 minutes

## Cybersecurity for Employees 5: Creating Strong Passwords

While technical security safeguards are important, people continue to be the weakest link when it comes to protecting sensitive information from cybercriminals. Most cybersecurity measures are common sense, and it's crucial for you to remain vigilant when comes to online safety. In this course you'll learn about the importance of strong passwords, basic rules for creating and storing strong, secure passwords, and best practices for choosing security questions and answers.

Duration 0 Hours 20 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Employee  
Languages English

Course Versions  
**Cybersecurity for Employees 5: Creating Strong Passwords**  
Duration 0 hours 20 minutes

## Cybersecurity for Employees 6: Protecting Data, Devices and Documents

Cybercriminals are always finding new ways to get the data they use to commit crimes. This course takes you beyond the basics to strategies such as implementing two-factor authentication, keeping software up-to-date, and using public Wi-Fi networks safely. You'll also learn that not all data is stolen using high-tech methods, and that you must take proactive steps to protect mobile devices and documents in your physical workspace.

Duration 0 Hours 30 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Employee  
Languages English



Course Versions  
**Cybersecurity for Employees 6: Protecting Data, Devices and Documents**  
Duration 0 hours 30 minutes

## Cybersecurity for Employees 7: Best Practices in Cybersecurity

Just like wearing your seatbelt, or locking your doors, good habits are the building blocks of cybersecurity. Implementing best practices can help property management companies keep their own and their residents' data more secure. In previous courses you've learned ways you can be aware of risks and help keep your company's data and systems safe. In this course we will review top cybersecurity basics every employee should know.

Duration 0 Hours 20 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Employee  
Languages English

Course Versions  
**Cybersecurity for Employees 7: Best Practices in Cybersecurity**  
Duration 0 hours 20 minutes

## Cybersecurity for Supervisors 1: Issues in Property Management

Property management companies collect and store personal data on residents, prospective residents and vendors. This information is a goldmine for cybercriminals who can use it to commit identity theft and fraud. In this course you will learn ways criminals can steal data, as well as good cybersecurity practices to stay ahead of the curve and safeguard residents' privacy and protect personal data.

Duration 0 Hours 30 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Supervisor  
Languages English

Course Versions  
**Cybersecurity for Supervisors 1: Issues in Property Management**  
Duration 0 hours 30 minutes

## Cybersecurity for Supervisors 2: Preventing Cyberattacks and Social Engineering Scams

Understanding the motivation behind cyberattacks can help you better understand and manage the risks your company may face. You may be surprised at some of the most common methods and how a little training and awareness of suspicious situations can help keep valuable information safe. In this course you learn how and why criminals get access to sensitive data, as well as common-sense ways to help your employees prevent attacks.

Duration 0 Hours 30 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Supervisor  
Languages English

Course Versions  
**Cybersecurity for Supervisors 2: Preventing Cyberattacks and Social Engineering Scams**  
Duration 0 hours 30 minutes

## Cybersecurity for Supervisors 3: Avoiding Malware

Most cybercrime starts with malware which can be installed on your computer or network without you knowing. And once installed, the software can allow criminals to access and steal valuable personal data which can then be used to commit identity fraud and other crimes. This course covers different types of malware as well as ways you and your employees can help prevent malware, and safeguard your residents' personal information.

Duration 0 Hours 20 Minutes  
Package Cybersecurity Series  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider Grace Hill  
Subject Cybersecurity  
Supervisor/Employee Supervisor

Languages English

Course Versions

**Cybersecurity for Supervisors 3: Avoiding Malware**

Duration 0 hours 20 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

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

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 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

## 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

## Emotional Intelligence 3: Embracing Emotions

Emotions and the workplace—they can (and should) mix! In this 15-minute course, learn how to harness the power of emotional intelligence to enhance your supervisory skills.

**Duration** 0 Hours 15 Minutes

**Package** Leadership Development

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Leadership

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Emotional Intelligence 3: Embracing Emotions**

**Duration** 0 hours 15 minutes

## Leadership Skills 1: Knowing Your Role

What does it take to be a great leader? In this 15-minute course, gain better understanding of the supervisor's role in by exploring attributes commonly found in strong leaders such as confidence, motivation, honesty, integrity, consistency, and more.

**Duration** 0 Hours 15 Minutes

**Package** Leadership Development

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Leadership

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Leadership Skills 1: Knowing Your Role**

**Duration** 0 hours 15 minutes

## Leadership Skills 2: Talking the Talk

There are many facets to effective communication, an essential leadership skill. In this 15-minute course, learn the importance of word choice, listening skills, vocal cues, and nonverbal communication. Recommended for all supervisors.

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

### Course Versions

#### Leadership Skills 2: Talking the Talk

**Duration** 0 hours 15 minutes

## Leadership Skills 3: Walking the Walk

Supervisors have a wide range of responsibilities. In this 15-minute course, learn best practices for understanding your community's day-to-day operations, making decisions, handling mistakes, supervising others...

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

### Course Versions

#### Leadership Skills 3: Walking the Walk

**Duration** 0 hours 15 minutes

## Office Politics 1: Managing Office Politics

Office politics are unavoidable. As a supervisor, knowing how to effectively manage the political climate in your workplace is essential to employee morale and productivity. This course is part of the Leadership Development Electives Bundle.

**Duration** 0 Hours 15 Minutes  
**Package** Leadership Development  
**NAA CEC Credits Available** No  
**Records Score** Yes

**Content Provider** Grace Hill  
**Subject** Leadership  
**Supervisor/Employee** Employee  
**Languages** English

### Course Versions

#### Office Politics 1: Managing Office Politics

**Duration** 0 hours 15 minutes

## Office Politics 2: Office Politics & Professional Development

In this course, we will focus on exploring the positive side of office politics and how it can be used to benefit your company, employees, and personal career development. This course is part of the Leadership Development Electives Bundle.

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

### Course Versions

#### Office Politics 2: Office Politics & Professional Development

**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

## Emotional Intelligence 1: Understanding Emotions

The first step in emotional intelligence is understanding what emotions are, how they are experienced, and what triggers them.

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

Course Versions  
**Emotional Intelligence 1: Understanding Emotions**  
**Duration** 0 hours 15 minutes

## Emotional Intelligence 2: Managing Emotions

Knowing how to manage strong emotions is an essential component of emotional intelligence that will help you more effectively build relationships and interact with others.

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

Course Versions  
**Emotional Intelligence 2: Managing Emotions**  
**Duration** 0 hours 15 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 personnel's 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

## 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

## Tax Credit Basics 6: Employment & Self Employment Income

One of the steps to determining a household's eligibility to live in a LIHTC 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.

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 6: Employment & Self Employment Income**  
**Duration** 0 hours 45 minutes

## Tax Credit Basics 7: Social Security & TANF Income

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

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 7: Social Security & TANF Income**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 8: Child Support, Alimony, & Military Pay Income

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

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 8: Child Support, Alimony, & Military Pay Income**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 9: Other Income Types & Zero Income Households

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

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 9: Other Income Types & Zero Income Households**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 10: Types of Assets

In this course we review types of assets you must include and exclude in your calculations, and special considerations for when you need to calculate the cash value of an asset, and when it is not necessary. This will help you accurately determine asset-related income which must be included in the eligibility calculation.

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 10: Types of Assets**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 11: Bank Account Assets

This course covers bank account assets, including how asset income from these sources should be calculated, ways to verify assets, and common scenarios associated with each.

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No

**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 11: Bank Account Assets**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 12: Real Estate Assets

This course covers real estate assets, 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 estate asset-related income which must be included in the eligibility calculation.

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 12: Real Estate Assets**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 13: Other Assets and Calculating Asset Income

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 Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 13: Other Assets and Calculating Asset Income**  
**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 Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tackling Income Limit Implementation**  
**Duration** 0 hours 15 minutes

## Tax Credit Basics 14: Calculating Total household Income & Documenting Qualification

In this course you will learn how to use all of the information you have learned about income and assets to calculate total household income, and how to accurately reflect it on the TIC. This includes how to make final income eligibility determinations as well as calculations and documentation that must be included in resident files.

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 14: Calculating Total household Income & Documenting Qualification**  
**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 Essentials

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Grace Hill

**Subject** Low-Income Housing Tax Credit (LIHTC)

**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 15: Applying Unique Program Rules

This course will help you understand unique LIHTC compliance rules and how to apply them, and how overall compliance with the LIHTC program is measured.

**Duration** 0 Hours 30 Minutes

**Package** Tax Credit Essentials

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Low-Income Housing Tax Credit (LIHTC)

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Tax Credit Basics 15: Applying Unique Program Rules**

**Duration** 0 hours 30 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 Essentials

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Grace Hill

**Subject** Low-Income Housing Tax Credit (LIHTC)

**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 16: Full-Time Student Rule

One of the unique LIHTC compliance rules is the full-time student rule. This rule is applied at the household level and states that households comprised of all full-time students are not eligible for the LIHTC program. However, there are certain exemptions that may apply to student households and allow them to be exempt from the rule. As with all LIHTC rules, you must understand the full time student rule and how to apply it. This will help avoid being non-compliant.

**Duration** 0 Hours 30 Minutes

**Package** Tax Credit Essentials

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Low-Income Housing Tax Credit (LIHTC)

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Tax Credit Basics 16: Full-Time Student Rule**

**Duration** 0 hours 30 minutes

## Tax Credit Basics 1: Introduction to Site Compliance

This course provides an overview of the Low Income Housing Tax Credit Program, and how it differs from other governmental affordable housing programs.

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 1: Introduction to Site Compliance**

**Duration** 0 hours 45 minutes

## Tax Credit Basics 17: Unit Eligibility

There are special rules which apply to the eligibility of the specific LIHTC units themselves. These rules cover issues like minimum lease terms, property standards, as well as availability of units for use by the general public. These different rules can be categorized into six areas, all of which you should be aware of. Units not meeting the eligibility rules may result in LIHTC noncompliance, even if the household occupying the unit is qualified for the LIHTC program.

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 17: Unit Eligibility**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 2: Eligibility Rules

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

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 2: Eligibility Rules**  
**Duration** 0 hours 45 minutes

## Tax Credit Basics 18: Program Certifications

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

**Duration** 0 Hours 20 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 18: Program Certifications**  
**Duration** 0 hours 20 minutes

## Tax Credit Basics 3: Determining Eligibility

There are five steps to determining a household's eligibility to live in a LIHTC unit. This course covers steps 1 through 4, which are: which are interviewing the applicant, completing the application, verifying the applicants' eligibility information, and calculating household income. 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 LIHTC program rules.

**Duration** 0 Hours 45 Minutes

**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 3: Determining Eligibility**  
**Duration** 0 hours 45 minutes

## Tax Credit Basics 19: Available Unit Rule

One of the unique LIHTC compliance rules is the Available Unit Rule. This rule is invoked if a previously qualified household has an income increase above a pre-determined threshold. If this happens, there are rules in place which, if followed, will allow the unit to still be counted as a LIHTC unit. As with all LIHTC rules, you must understand the Available Unit Rule and how to apply it. This will help avoid being non-compliant.

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 19: Available Unit Rule**  
**Duration** 0 hours 45 minutes

## Tax Credit Basics 4: Documentation & Recertification

This course covers the fifth and final step of the process to determine whether a household is eligible to live in a LIHTC unit: completing the final paperwork. It also introduces the annual recertification process, which is a critical part of staying in compliance with LIHTC program rules.

**Duration** 0 Hours 15 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee

**Languages** English

**Course Versions**  
**Tax Credit Basics 4: Documentation & Recertification**

**Duration** 0 hours 15 minutes

## Tax Credit Basics 20: Unit Transfers and the Unit Vacancy Rule

Two additional unique LIHTC compliance rules are the Unit Transfer and the Unit Vacancy Rules. While the LIHTC program allows for unit transfers, there are specific guidelines which must be followed. Most important, when it comes to maintaining your property's applicable fraction, is knowing when a transfer is considered a swap, and when you need to re-qualify the household. You will learn important definitions related to the Unit Vacancy Rule and how to document reasonable attempts and unit availability.

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)  
**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**  
**Tax Credit Basics 20: Unit Transfers and the Unit Vacancy Rule**  
**Duration** 0 hours 45 minutes

## Tax Credit Basics 5: Income Eligibility & Verification Rules

This course takes a more in-depth look at the fourth step in the determining eligibility process, which is calculating the household's total household income, which is then used to determine if the household is income eligible. Additionally, we'll define income and assets as well as review the types of verifications you may use for income and assets, and provide practical guidance on how to ensure verifications are complete, clear and up-to-date, which will be important when you undergo an audit.

**Duration** 0 Hours 45 Minutes  
**Package** Tax Credit Essentials  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Low-Income Housing Tax Credit (LIHTC)

**Supervisor/Employee** Employee  
**Languages** English

**Course Versions**

**Tax Credit Basics 5: Income Eligibility & Verification Rules**

**Duration** 0 hours 45 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 Essentials

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Grace Hill

**Subject** Low-Income Housing Tax Credit (LIHTC)

**Supervisor/Employee** Employee

**Languages** English

**Course Versions**

**Industry Update: 2023 Income Limits Released**

**Duration** 0 hours 10 minutes