Training Catalog — All Courses

Grace Hill's Training Catalog offers multifamily education that goes beyond basic compliance. Our extensive library covers all the topics you need to empower your team and improve performance.

A Better Training Experience That Boosts Performance

Grace Hill has the content and platform you need to enhance your team's performance! Onboard new team members while developing long-term employees with virtual or instructor-led training and self-paced online assessments.

Our courses are divided into bundles: Essentials and Electives. Essentials build a strong foundation for your team, covering essential skills for success. The Electives bundle lets you curate the perfect training program for your team, focusing on specific areas like leadership, risk management, maintenance, or sales.

Keep scrolling to browse by training category or use our filtering tool to sort by course title, language, content provider, and more!

Apply Course Filters

Course Versions

8 Dimensions of Wellness Series

Wellness is a broad concept and means different things to different people. By examining the convergence of various internal and external dimensions that comprise holistic wellness, you can see how the interplay of each dimension impacts your overall wellness and actively works toward improving it.

Duration 0 Hours 40 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
8 Dimensions of Wellness Series

Duration 0 hours

40 minutes

Active Shooter Awareness

Active shooter situations are becoming more and more common. This course is designed to help you plan your response in the event of an active shooter situation at your workplace. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.

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

Course Versions
Active Shooter Awareness

Duration 0 hours

20 minutes

Active Shooter Awareness - Spanish
Duration 0 hours

20 minutes

Adapting to Change

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued team member. This series discusses normal reactions to change, the benefits of improving that reaction and how to make that transformation.

30 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Adapting to Change

30 minutes

Adapting to Change Supervisors

How many changes have happened in your community and the multifamily industry in the last year? How many more will happen in the near future? Large or small, change happens all the time. Knowing how to adapt to change can smooth out these bumps and make you a more highly valued supervisor. This course for supervisors addresses successfully coaching individuals through change.

45 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee Supervisor
Languages English

Course Versions
Adapting to Change Supervisors

45 minutes

Advanced Closing Techniques

Grow your closing skills as you master fundamental and advanced closing techniques. Apply your closing skills and knowledge as you compete in a quiz-show style game to earn the title of The Closer! Recommended for all associates and supervisors.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Closing Techniques

Duration 0 hours

30 minutes

Advanced Leasing

Expand and enhance your leasing skills, and become a Leasing Leader. Includes resolving objections, a four-step approach to closing, and follow-up skills.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Leasing

Duration 2 hours

0 minutes

Advanced Telephone Techniques

Learn how to offer exceptional service to your residents and prospective residents over the phone.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes

NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Advanced Telephone Techniques

Duration 2 hours

0 minutes

Asbestos Awareness

Even though new use of asbestos was banned in 1989, more than 1.3 million workers still face significant asbestos exposure risk on the job. This course covers basic asbestos repair techniques as well as guidelines for asbestos removal.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Asbestos Awareness

Duration 2 hours

0 minutes

Asbestos Awareness - Spanish

Duration 2 hours

0 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 Essentials
NAA CEC Credits Available No
Language Support Tool Available
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

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

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

Being a Team Player

Whatever your job title, teams are essential to the operation of any apartment community. You need to hone your skills as a team player in order to succeed in the workplace!

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Being a Team Player

Duration 1 hour

0 minutes

Booster: De-Escalating Conflict

Anyone can learn de-escalation skills, but they take some practice to master. In this booster, you'll learn some ways to respond to confrontation in a constructive and positive manner.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Booster: De-Escalating Conflict

Duration 0 hours

5 minutes

Booster: Practice in De-Escalating Conflict

You'll see some scenarios where a conflict between two people is escalating, then you'll implement some of the strategies you've learned to help avoid a more serious conflict.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Booster: Practice in De-Escalating Conflict

Duration 0 hours

5 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 Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee All
Languages English

Course Versions
Bribery Awareness

Duration 0 hours

15 minutes

Build a Positive Work Environment Series

When it feels like every day is one long thunderstorm of negative residents, coworkers and situations, and you feel your mood and your health starting to suffer, it's time to do something. You can choose to increase positivity by using the strategies and ideas in this course. And the best news? Even small positive choices can spiral upward to transform not just your day but your team and community as well.

Duration 0 Hours 40 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Build a Positive Work Environment Series

Duration 0 hours

40 minutes

Build a Positive Work Environment Series for Supervisors

Increasing team positivity makes your workplace a more productive and pleasant place to be. Even small positive choices can spiral upward to transform not just each day but your community as well. This course for supervisors addresses successfully leading your team to creating a more positive work environment.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Build a Positive Work Environment Series for Supervisors

Duration 0 hours

45 minutes

Building a Team Culture

As a leader in your workplace, you are an integral part of creating a team culture. A healthy, team-oriented culture promotes higher levels of productivity and customer satisfaction, as well as lower rates of turnover among associates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Building a Team Culture

Duration 1 hour

0 minutes

Business Ethics

A strong ethical foundation is an important business tool with that benefits everyone! Learn key strategies for making ethical decisions and avoiding unethical behavior. Recommended for all associates and supervisors

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English, Spanish

Course Versions
Business Ethics

Duration 1 hour

0 minutes

Business Ethics - Spanish

Duration 1 hour

0 minutes

Business Etiquette

Master the essentials of good etiquette in order to be as successful as possible in your interactions with customers and colleagues.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Business Etiquette

Duration 1 hour

0 minutes

Business Writing: Grammar Works

The ability to write clearly and correctly is a fundamental requirement for success in today's business world.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Business Writing: Grammar Works

Duration 2 hours

0 minutes

Bystander Intervention for Chicago Employees

Understanding when and how you can safely and positively intervene in harassment situations can help to build a workplace culture that discourages harassment and encourages coworkers to support one another in difficult situations. In this course, you will learn the basics about sexual harassment, the value of bystander intervention, how to know when to intervene, and some intervention strategies that can have a positive influence on potentially harmful workplace interactions. This one-hour course meets the annual bystander intervention training requirement for Employees and Supervisors in Chicago. Employees and Supervisors who successfully complete this course and Grace Hill's Sexual Harassment or Sexual Harassment for Supervisors course will be in compliance.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
Bystander Intervention for Chicago Employees

Duration 1 hour

0 minutes

Chicago Sexual Harassment Prevention Supplement

As of July 1, 2022, the city of Chicago requires annual sexual harassment prevention training for all employees. This course was created to help employees who work in Chicago meet this requirement. This is a supplemental course. Employees who successfully complete this course and Grace Hill's Sexual Harassment and Bystander Intervention courses will be in compliance.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Chicago Sexual Harassment Prevention Supplement

Duration 0 hours

5 minutes

Chicago Sexual Harassment Prevention Supplement - Spanish

Duration 0 hours

5 minutes

Chicago Sexual Harassment Prevention Supplement (Supervisor Version)

As of July 1, 2022, the City of Chicago requires supervisors to have a minimum of two hours of sexual harassment prevention training annually. This supplemental course was created to help supervisors meet Chicago's new training requirements. Supervisors who successfully complete this course and Grace Hill's Sexual Harassment and Bystander Intervention courses will be in compliance.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Chicago Sexual Harassment Prevention Supplement (Supervisor Version)

Duration 0 hours

20 minutes

Chicago Sexual Harassment Prevention Supplement (Supervisor Version) - Spanish

Duration 0 hours

20 minutes

Coaching Foundations

Coaching can boost team member engagement and motivation, and build high-performing organizations, but it takes training for a leader to develop coaching skills. Learn how great coaches think, the skills to use and steps to take when coaching, how to use the GROW framework, and situations when coaching might not be the best approach. Along the way you'll practice making coaching decisions through interactive scenarios involving typical community situations.

50 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Coaching Foundations

50 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

Conflict Resolution

Learn 4 ways to respond to any conflict, and when to use each approach; improved listening skills; negotiation techniques; how to make yourself clear; and how to work with a co-worker to solve a disagreement together.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2

Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Employee
Languages English

Course Versions
Conflict Resolution

Duration 2 hours

0 minutes

Conflict Resolution (Supervisor Version)

Learn 4 ways to respond to any conflict, and when to use each approach; improved listening skills; negotiation techniques; how to make yourself clear; how to work with a co-worker to solve a disagreement together;

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

Course Versions
Conflict Resolution (Supervisor Version)

Duration 2 hours

0 minutes

Creative Marketing Promotions

In this course, you will learn how to use promotion to generate consumer interest in your product through advertising, personal selling, direct marketing, public relations, and salespeople.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Creative Marketing Promotions

Duration 1 hour

0 minutes

Crisis Management 1: Emergency Prevention

Not all disasters can be prevented, but with some simple steps you can help avoid crises whenever possible. This course will help you limit risks, protect customers, and minimize the impact of an emergency situation at your community.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Crisis Management 1: Emergency Prevention

Duration 0 hours

15 minutes

Crisis Management 1: Emergency Prevention - Spanish

Duration 0 hours

15 minutes

Crisis Management 2: Emergency Preparation

The most important step to managing a crisis at your community is proper planning! This course will walk you through how to prepare for a crisis, including advice for developing crisis management plans. Recommended for all associates and supervisors.

Duration 0 Hours 30 Minutes
Package Risk Management Series
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Crisis Management 2: Emergency Preparation

Duration 0 hours

30 minutes

Crisis Management 2: Emergency Preparation - Spanish

Duration 0 hours

30 minutes

Crisis Management 3: Response

If a crisis situation does occur at your community, you and your team will be the first responders. This course is designed to help you keep your cool, responding calmly and following through on your community's emergency response plan.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Crisis Management 3: Response

Duration 0 hours

15 minutes

Crisis Management 3: Response - Spanish

Duration 0 hours

15 minutes

Crisis Management 4: Crime Awareness & Prevention

In some parts of the country, a crime is committed at an apartment community every 31 seconds. Criminal awareness and prevention is key to protecting your residents and the reputation of your community. Recommended for all associates and supervisors.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management

Supervisor/Employee All
Languages English, Spanish

Course Versions
Crisis Management 4: Crime Awareness & Prevention

Duration 0 hours

15 minutes

Crisis Management 4: Crime Awareness & Prevention - Spanish

Duration 0 hours

15 minutes

Crisis Management: Prevention & Preparation

Proper planning is the most important step to preventing crises at your community. All communities need to adopt prevention strategies, as well as plans for handling emergencies or natural disasters. This course is approximately one hour in length.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English

Course Versions
Crisis Management: Prevention & Preparation

Duration 1 hour

0 minutes

Critical Thinking Skills

Every day, we are bombarded with information and choices. Critical thinking skills can help us sift out fact from opinion, make better decisions, and achieve more fulfillment in our work and personal lives. Learn what critical thinking is and how to improve your skills through real-life scenarios that challenge you to make connections, evaluate information and think in a different, deliberate way.

50 Minutes
Package Essentials
Records Score Yes

Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Critical Thinking Skills

50 minutes

Curb Appeal

Learn how to heighten the appeal of your landscaping, signage, flags, lighting, and building exteriors. Follow our tips for making your Leasing Center, amenities, models, and mini-models attractive and inviting.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
        Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Curb Appeal

Duration 1 hour

0 minutes

Customer Relationship Management

Customer Relationship Management is a customer-focused business philosophy that emphasizes personalized service to inspire customer loyalty. In this course, you will explore the development, characteristics, and considerations of this philosophy.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee

Languages English

Course Versions
Customer Relationship Management

Duration 2 hours

0 minutes

Customer Service 1: Be Proactive

90% of people stop doing business with a company after just one negative customer service experience. Are you prepared to offer top-quality customer service at all times?

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 1: Be Proactive

Duration 0 hours

30 minutes

Customer Service 1: Be Proactive - Spanish

Duration 0 hours

30 minutes

Customer Service 2: Be Professional

Professionalism extends to everyone you encounter; prospects, residents, vendors, and colleagues. In this 30-minute course, you'll discover tips and tricks for improving your workplace confidence and communicating professionally.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 2: Be Professional

Duration 0 hours

30 minutes

Customer Service 2: Be Professional - Spanish

Duration 0 hours

30 minutes

Customer Service 3: Be Prompt

Quickly meeting and exceeding customer expectations are cornerstones of excellent customer service in this day and age.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 3: Be Prompt

Duration 0 hours

15 minutes

Customer Service 3: Be Prompt - Spanish

Duration 0 hours

15 minutes

Customer Service 4: Be Personal

Customers expect personalized service and attention to detail, but how do you provide personalized experiences for everyone in your community?

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Customer Service
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Customer Service 4: Be Personal

Duration 0 hours

15 minutes

Customer Service 4: Be Personal - Spanish

Duration 0 hours

15 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
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
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
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
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
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
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
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
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
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
Supervisor/Employee Supervisor
Languages English

Course Versions
Cybersecurity for Supervisors 3: Avoiding Malware

Duration 0 hours

20 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
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
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
Supervisor/Employee Supervisor
Languages English

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

Duration 0 hours

20 minutes

Dealing With Difficult People

Property management is a people business. Strong interpersonal skills are essential to a successful and

satisfying career in this industry. This course will help you master the skills you need to work well with your customers and co-workers.

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

Course Versions
Dealing With Difficult People

Duration 1 hour

0 minutes

Dealing With Difficult People - Spanish

Duration 1 hour

0 minutes

Defeating the Mold Monster

This course will prepare you to understand and identify mold issues in your community. As a team member in this industry, it is crucial that you understand mold, how it reproduces, what it needs to thrive, and how to control and remediate it. You will also learn how to communicate with residents about mold and remediation.

Duration 1 Hour 0 Minutes
Package Essentials
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
Defeating the Mold Monster

Duration 1 hour

0 minutes

Defeating the Mold Monster - Spanish

Duration 1 hour

0 minutes

DEI Booster: Compliments and Comments

Do you ever worry about saying the wrong thing at work? This video booster will show you how to balance friendliness and professionalism when speaking with others.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: Compliments and Comments

Duration 0 hours

5 minutes

DEI Booster: Compliments and Comments - Spanish

Duration 0 hours

5 minutes

DEI Booster: Compliments in the Workplace Quiz

Giving compliments at work can be tricky. In this booster, you'll practice complimenting others.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Compliments in the Workplace Quiz

Duration 0 hours

5 minutes

DEI Booster: Creating a Civil and Respectful Workplace

Creating a civil and respectful workplace is essential for a positive work environment where employees can thrive and reach their full potential. A workplace that promotes respect and civility fosters a sense of belonging, inclusivity, and encourages collaboration and cooperation among colleagues. Conversely, a workplace that is marred by incivility, discrimination, harassment, and bullying can have severe consequences for both employees and the organization as a whole, such as low morale, high turnover rates, and legal liabilities.

In this booster, you'll learn how to take proactive steps to foster a workplace culture that supports and promotes respect, inclusion, and civility.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Creating a Civil and Respectful Workplace

Duration 0 hours

5 minutes

DEI Booster: Dress Codes and Appearance Policies

Dress code and appearance policies can be problematic when they negatively impact people in a protected class. This booster will show you ways to ensure your company's dress code treats all employees fairly.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: Dress Codes and Appearance Policies

Duration 0 hours

5 minutes

DEI Booster: Dress Codes and Appearance Policies - Spanish

Duration 0 hours

5 minutes

DEI Booster: Employee Resource Groups

What does it take to create a successful employee resource group? In this learning booster, you'll learn what's needed to create safe, inclusive spaces at work.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Employee Resource Groups

Duration 0 hours

5 minutes

DEI Booster: He, She, Ze, They: A Guide to Using Pronouns

Using someone's correct personal pronouns is a matter of inclusion, courtesy, and respect. In this booster, you'll learn more about pronoun use.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: He, She, Ze, They: A Guide to Using Pronouns

Duration 0 hours

5 minutes

DEI Booster: He, She, Ze, They: A Guide to Using Pronouns - Spanish

Duration 0 hours

5 minutes

DEI Booster: Media Bias Awareness Activity

People have a tendency to spend more time with people and media they see as being "like them." This natural tendency can limit cultural awareness and increase the chance of hidden biases. In this learning booster, you'll learn some simple steps to begin expanding your worldview and increasing your awareness of other perspectives.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Media Bias Awareness Activity

Duration 0 hours

5 minutes

DEI Booster: Slowing Down to Overcome Bias

Bias is a human tendency that often interferes with objective decision-making. It's a preconceived notion, or an irrational preference, that may or may not be based on accurate information. Although biases are sometimes difficult to recognize, they can have a significant impact on our perceptions and interactions with the world around us. By identifying and addressing our biases, we can make better decisions and cultivate empathy,

respect, and understanding towards others. This video will explore the various types of biases, their effects, and strategies for overcoming them.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
DEI Booster: Slowing Down to Overcome Bias

Duration 0 hours

5 minutes

DEI Booster: Tips for Using Gender-Inclusive Language

How inclusive is your workplace? One way to ensure a more welcoming environment is to use gender-inclusive language. This booster will look at ways to promote gender inclusivity through word choice.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English, Spanish

Course Versions
DEI Booster: Tips for Using Gender-Inclusive Language

Duration 0 hours

5 minutes

DEI Booster: Tips for Using Gender-Inclusive Language - Spanish

Duration 0 hours

5 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 Essentials
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

Diversity and Inclusion

Do you work well with others? In a diverse workplace, cultural differences can be intimidating. This course will show you how to acknowledge, appreciate, and even celebrate diversity in order to form a happier, more productive team.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Diversity and Inclusion

Duration 1 hour

0 minutes

Diversity and Inclusion - Spanish

Duration 1 hour

0 minutes

Diversity and Inclusion (Supervisor Version)

Do you work well with others? In a diverse workplace, cultural differences can be intimidating. This course will show you how to acknowledge, appreciate, and even celebrate diversity in order to form a happier, more productive team.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Diversity and Inclusion (Supervisor Version)

Duration 1 hour

0 minutes

Diversity and Inclusion (Supervisor Version) - Spanish

Duration 1 hour

0 minutes

Diversity and Inclusion Refresher

This course provides a review of diversity in the workplace, a look at recent issues and trends in workplace diversity, and real-world practice scenarios to improve workplace diversity and inclusion. This course assumes you have taken Grace Hill's Diversity and Inclusion course

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Diversity and Inclusion Refresher

Duration 0 hours

30 minutes

Diversity and Inclusion Refresher - Spanish

Duration 0 hours

30 minutes

Diversity and Inclusion Supervisor Refresher

This course provides a review of diversity in the workplace, a look at recent issues and trends in workplace diversity, and real-world practice scenarios to improve workplace diversity and inclusion. This course assumes you have taken Grace Hill's Diversity and Inclusion course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
Diversity and Inclusion Supervisor Refresher

Duration 0 hours

30 minutes

Drug-Free Workplace

Everyone deserves a workplace free of the effects of substance abuse, and this course will help you understand your role in that workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Drug-Free Workplace

Duration 1 hour

0 minutes

Drug-Free Workplace - Spanish

Duration 1 hour

0 minutes

Drug-Free Workplace (Supervisor Version)

Everyone deserves a workplace free of the effects of substance abuse, and this course will help you understand your role in that workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
Drug-Free Workplace (Supervisor Version)

Duration 1 hour

0 minutes

Drug-Free Workplace Refresher

This course provides a review of substance abuse in the workplace, a look at recent issues and trends in this area and real-world practice scenarios. This course assumes you have taken Grace Hill's Drug Free Workplace course or have an introductory level understanding of federal fair housing law.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Drug-Free Workplace Refresher

Duration 0 hours

30 minutes

Drug-Free Workplace Refresher - Spanish

Duration 0 hours

30 minutes

Drug-Free Workplace Supervisor Refresher

This course provides a review of substance abuse in the workplace, a look at recent issues and trends in this area and real-world practice scenarios. This course assumes you have taken Grace Hill's Drug Free Workplace Supervisor course or have an introductory level understanding of drug-free workplace policies and issues.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
Drug-Free Workplace Supervisor Refresher

Duration 0 hours

30 minutes

Effective Time Management

How can you invite a customer to look inside your apartment homes when they can't join you in person? Try a virtual tour experience using pre-recorded video or live streaming video. Explore how these options work in different leasing situations, what you'll need to get started, tips for improving the visual experience and how to incorporate best-practice leasing techniques.

35 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Effective Time Management

35 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

Emotional Intelligence 3: Embracing Emotions

Emotions and the workplaceâ€¦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

Emotional Intelligence Skills

Emotional intelligence (EI) has become a hot topic in business and personal development. Emotions can help you work smarter, or undermine your efforts. Learn more about what emotional intelligence is, why it matters and how you can boost it to improve your day-to-day interactions with community residents and co-workers.

50 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Emotional Intelligence Skills

50 minutes

Employee Coaching

Employee Coaching will provide you with the techniques, tools and knowledge to create a successful coaching environment and lead all your employees to greater success.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Coaching

Duration 1 hour

0 minutes

Employee Engagement

Explore why employee engagement matters and strategies for maintaining high levels of engagement in your workplace.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Engagement

Duration 1 hour

0 minutes

Employee Motivation

Your team's success does not rely on knowledge and skills alone. Employee motivation is an integral piece of the puzzle. Motivated employees are more likely to work harder, deliver better results, and find more satisfaction in their jobs.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Employee Motivation

Duration 1 hour

0 minutes

Entrata Accounting Essentials

Entrata Accounting Essentials: Month-End; Journal Entries; Bank Reconciliations

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Accounting Essentials

Duration 0 hours

15 minutes

Entrata Accounts Payable: Purchase Orders and Invoices

Entrata Accounts Payable: Creating a new purchase order, Editing and approving a PO, PO templates, Creating a new invoice, Editing and approving invoices

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Accounts Payable: Purchase Orders and Invoices

Duration 0 hours

15 minutes

Entrata Accounts Payable: Vendors and AP Payments

Entrata Accounts Payable: Vendors and AP Payments: Adding and Managing a Vendor; Approve and Finalize a Payment

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available

Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Accounts Payable: Vendors and AP Paymts

Duration 0 hours

15 minutes

Entrata Applications

Entrata Applications: Application completion; Exploring the Applicant Profile

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Applications

Duration 0 hours

15 minutes

Entrata AR Payments

Entrata AR Payments: Bulk Payments, Charges, and Credits; Deposits; Resident Profile; Scanning Checks

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata AR Paymts

Duration 0 hours

15 minutes

Entrata Guest Cards

Entrata Guest Cards: Creating a Lead; Managing leads through the Lead Profile and Dashboard

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Guest Cards

Duration 0 hours

15 minutes

Entrata Leasing

Entrata Leasing: Generating a Lease; Signing a Lease; Countersigning a Lease

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Leasing

Duration 0 hours

30 minutes

Entrata Maintenance

Entrata Maintenance: Creating a work order; Editing/Completing a work order; Performing a make ready

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Maintenance

Duration 0 hours

15 minutes

Entrata New Reports

Entrata New Reports: Overview; Managing Instances; Scheduled reports and packets; Migrating from Old Reports

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata New Reports

Duration 0 hours

30 minutes

Entrata Reports

Entrata Reports: Reports Overview, Generating a Report, Reporting Options

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Reports

Duration 0 hours

15 minutes

Entrata Resident Management 1

Resident Management: Course 1: Performing move-ins; Using the financial tab; The Resident Profile; Using Message Center; Contact Points on the dashboard

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Resident Management 1

Duration 0 hours

30 minutes

Entrata Resident Management 2

Entrata Resident Management 2: Renewals, Mid-lease modifications, Transfers

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Resident Management 2

Duration 0 hours

15 minutes

Entrata Resident Management 3

Entrata Resident Management 3: Placing on notice, Terminations and skips, Performing a move-out

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Resident Management 3

Duration 0 hours

15 minutes

Entrata Resident Management 4

Entrata Resident Management 4: Financial move-outs, Delinquencies and notices, Collections

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Resident Management 4

Duration 0 hours

15 minutes

Entrata ResidentPortal

Entrata ResidentPortal: Resident experience; Site staff experience; ResidentPortal tools

Duration 0 Hours 15 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata ResidentPortal

Duration 0 hours

15 minutes

Entrata Screening

Entrata Screening: Performing a screening; Refresh, Resubmit, Recalculate; Reviewing results

Duration 0 Hours 15 Minutes

Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Screening

Duration 0 hours

15 minutes

Entrata Student Functionality

Entrata Student Functionality: Applications, Leasing, and Screening; Bulk Unit Assignment; Other bulk functionality

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Entrata Student Functionality

Duration 0 hours

30 minutes

Essential Skills for the New Supervisor

In this course, we will explore the unique blend of personal, leadership, and communication skills required for effective supervision. Learn how to earn and maintain trust, credibility and respect from those you supervise.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Essential Skills for the New Supervisor

Duration 1 hour

0 minutes

Evictions

Most apartment communities look at eviction as an unwanted, but necessary process. Many of us prefer not to think about it and hope it never happens. Rather than avoiding the subject until you're right in the middle of it, understanding the basic steps ahead of time can provide a huge advantage in knowing what to expect. Additionally, there are ways to smooth the process for you and your residents, and perhaps head off evictions altogether. Now, that's worth learning about!

Duration 0 Hours 30 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Property Operations
Supervisor/Employee Employee
Languages English

Course Versions
Evictions

Duration 0 hours

30 minutes

Express: Customer Service - Creating a Community of Trust and Respect

In the multifamily world, building trust and respect is the key to a harmonious community. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn the benefits of fostering trust and respect between team members and residents, and discover the practical ways positive relationships can help turn your community into a true home.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn

Subject Customer Service
Supervisor/Employee All
Languages English

Course Versions
Express: Customer Service - Creating a Community of Trust and Respect

Duration 0 hours

5 minutes

Express: Customer Service - Responding to Residents Facing Financial Hardship

Responding to residents facing financial hardship is an important skill for people working in the multifamily industry. It can also help you act in alignment with the White House's Renters Bill of Rights, a resident-centered initiative intended to promote housing equity and opportunity. Learn what kinds of support you can offer and how to respond in an empathetic and consistent manner.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Customer Service
Supervisor/Employee All
Languages English

Course Versions
Express: Customer Service - Responding to Residents Facing Financial Hardship

Duration 0 hours

5 minutes

Express: DEI - Pronouns Matter (Infographic)

What you say matters when it comes to customer service and team relations. Using a person's preferred pronouns is a way to show courtesy and respect for them as individuals. Get up-to-speed on the evolving nature of these standards, and learn how to handle situations with ease.

5 Minutes

Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Express: DEI - Pronouns Matter (Infographic)

5 minutes

Express: DEI - What You Don't Know About Microaggressions

Diversity, equity and inclusion initiatives may focus on the big picture, but there are a thousand small personal exchanges that make a difference in creating a truly inclusive community. Microaggressions can often be part of these exchanges, though the perpetrator may not even be aware that what they are saying or doing demeans the other person. Explore what microaggressions are, why they matter, what we can do to decrease them, and what victims should consider when deciding how to react.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Express: DEI - What You Don't Know About Microaggressions

5 minutes

Express: Leadership - Quiet Quitting: What, Why and How to Approach (Infographic)

Going the extra mile to get a lease or turn an apartment has long been part of multifamily work culture. Now, "quiet quitting" may be a symptom that it's time to reassess both management practices and expectations of team members. Though the term "quiet quitting" is a recent one, the phenomenon is not new and it's not

limited to our industry. Let's look at the facts surrounding quiet quitting, dispel the myths and discuss what you can do about it.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Express: Leadership - Quiet Quitting: What, Why and How to Approach (Infographic)

5 minutes

Express: Leasing - Tour Safely, Fairly and in Compliance With Laws

Even though most customers pose no risk to personal safety, it's reasonable to be observant and cautious when giving tours. In this course, you'll explore how to stay safe, what to say if you feel unsafe and need to end a tour, and how to document your decisions to avoid potential fair housing repercussions if you have to change your standard tour routine.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Express: Leasing - Tour Safely, Fairly and in Compliance With Laws

5 minutes

Express: Mental Health and Wellness - Better Zzzzs for Better Days

Stressful days and disrupted sleep can become a vicious cycle that can quickly worsen over time and seriously impact your health. No one wants to see that

happen—not your friends, family, teammates or community. Learn to break the cycle and set yourself up for sleep success.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Better Zzzzs for Better Days

Duration 0 hours

5 minutes

Express: Mental Health and Wellness - Fatigued Find Your Fix (Infographic)

Let's say you're getting a full night's sleep, but you still don't feel restored. It could mean that you need more than just physical rest. Here are some tips to regenerate your other energy types: mental, sensory, creative, emotional, social and spiritual.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Fatigued Find Your Fix (Infographic)

5 minutes

Express: Mental Health and Wellness - Mindful Meditation

The pace of life can sometimes become overwhelming. There may be times when you find balancing the needs of your residents, team, community and personal life is

exhausting. When life feels chaotic and you find it difficult to maintain focus, just a few minutes of mindful meditation may be just what you need to click that reset button, recenter, refocus and recharge. This course takes you through some simple steps for learning mindful meditation so you can slow your breathing, calm your nervous system and take back control when you find yourself in the midst of a chaotic environment.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Mindful Meditation

Duration 0 hours

5 minutes

Express: Mental Health and Wellness - Need Nature?

When was the last time you felt grass tickle your toes? Or actually focused on the sound of birds singing? Immersing yourself in nature can help ease many of the side effects of adulting, such as stress and fatigue. Learn more about the benefits and how you can bring more nature into every day.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Need Nature?
5 minutes

Express: Mental Health and Wellness - Push Pause on Sensory Overload

Distraction-filled, overstimulating environments have become sort of a norm thanks to the pace of life and work—not to mention the flood of nonstop information from our many devices. Because overstimulation seems normal, you might think that you operate just fine in that space. But many of us live fatigued and frazzled lives without quite knowing why. And for some people, that feeling of overwhelm is a nightmare. Turn down the volume with these tips for finding some peace in an overstimulated world.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Push Pause on Sensory Overload

Duration 0 hours

5 minutes

Express: Mental Health and Wellness - Unplug to Recharge

Do you need just a few more hours of energy to get you through the day or is your internal battery dying before you even have a chance to recharge it? In this course, we'll identify sneaky energy zappers and learn how to flip the script to recharge when you are feeling tapped out. Once you understand the triggers that drain your battery you can deploy the solutions that energize you.

5 Minutes
Package Tax Credit Essentials
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Express: Mental Health and Wellness - Yoga in the Workplace

If there was a magic pill that could help your concentration, sleep, stress levels and overall physical health, would you take it? Yoga can provide these benefits and many more without a prescription! Learn more about the benefits of yoga and try out some simple stretches you can do anytime, whether in the office or maintenance shop, as you begin to experience improved wellness through movement.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Mental Health and Wellness - Yoga in the Workplace

Duration 0 hours

5 minutes

Express: People Skills - De-escalate Their Anger—In Person and On the Phone (Infographic)

When a customer, team member or vendor gets angry, the situation can escalate quickly. That's when you'll need de-escalation techniques in your people skills toolbox. This infographic presents tips for both in-person and phone conversations, as well as nonverbal methods to help the other person regain control and avoid a crisis.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Express: People Skills - Empathy in the Workplace

Isn't empathy the same as sympathy? (No.) Can you really learn to be more empathetic? (Yes!) This course tackles the whys and hows behind these questions as well as providing opportunities to recognize and see empathy at work in scenarios involving residents and teammates. If you want to connect with others, reduce intolerance and improve your customer service skills, empathy is the skill you need right now.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - Empathy in the Workplace

5 minutes

Express: People Skills - Keep Your Cool When They Lose Theirs

A confrontational or angry resident might trigger all sorts of automatic responses in us. Staying professional in these situations can be tough, but it's doable when you know what's sparking your responses and the techniques to moderate them.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - Keep Your Cool When They Lose Theirs

5 minutes

Express: People Skills - The Approachability Advantage

Being approachable comes easily for some. For others, it takes intentional effort. Learn what's meant by being "approachable," how it benefits you and your career, and the skills you need to be your best approachable you.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - The Approachability Advantage

5 minutes

Express: People Skills - The Win-Win of Being a Team Player

Being a team player comes naturally for some. Others need a nudge in the right direction. Understand why being a great team player is important, how to be a better team player and how to find personal success through building each other's success.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - The Win-Win of Being a Team Player

5 minutes

Express: People Skills - Win Over with Body Language

Body language is something all humans use—consciously or not. With some thought, intention and practice, you can improve the body language you use when interacting in your community to send clear signals that you are interested, engaged and confident.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject People Skills
Supervisor/Employee All
Languages English

Course Versions
Express: People Skills - Win Over with Body Language

5 minutes

Express: Personal Growth - Coping With Life's Curveballs (Infographic)

Do your days always go exactly as planned? Do anyones'? When life throws you a curveball can you easily shift and adjust, or do you get mired in emotions and "should-have-beens?" Learn to adapt in a more successful and healthy way by using this four-step C.O.P.E. strategy: Chill, Options, Proceed and Evolve.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Coping With Life's Curveballs (Infographic)
Duration 0 hours

5 minutes

Express: Personal Growth - Flip the Script on Emotional Labor

Whether you realize it or not, you are carrying out emotional labor every day in your community and often all day long. It's no wonder you're exhausted at the end

of the day! Learn what emotional labor is, how it can affect you, the way most people accomplish emotional labor and a better, healthier approach.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Flip the Script on Emotional Labor

Duration 0 hours

5 minutes

Express: Personal Growth - Personal Resilience, Professional Success

Why is it that some people are able to spring back from even the biggest setbacks, while for others, every little misstep seems either to crush them or make their heads explode. Often, the explanation has to do with each person's level of resilience. Learn what resilience is, why it matters and how you can build yours to help weather both personal and professional challenges.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Mental Health & Wellness
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - Personal Resilience, Professional Success

Duration 0 hours

5 minutes

Express: Personal Growth - The Power of Patience

Patience may sound like an old-fashioned value, but it's actually vital in the workplace. Patience can reduce stress and conflict, build better relationships and help people to reach their long-term goals. In short, patience is a superpower. Improve your patience with practice and the techniques discussed here.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Personal Growth - The Power of Patience

Duration 0 hours

5 minutes

Express: Workplace Savvy - Crying at Work

Most of us have felt it at one time or another. You're at work and get hit with an overwhelming emotion. Tears spring to your eyes right in front of your supervisor, teammates or—worst of all—a customer. Learn how tears in the workplace can be regarded by others, tips for preventing or stopping the drips, and additional considerations for supervisors.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Workplace Savvy - Crying at Work

Duration 0 hours

5 minutes

Express: Workplace Savvy - Professional Texting (Infographic)

To text or not to text? When done correctly, texting can be a powerful tool to provide excellent, quick customer service, foster communication between residents and team members, build trust, and encourage engagement—all of which leads to higher retention rates and a happier community.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Workplace Savvy - Professional Texting (Infographic)

5 minutes

Express: Workplace Savvy - The Buzz on Business Writing (Infographic)

Everyone knows how to write, right? That depends. Business writing has its own standards and, if those are broken, the writer ends up disrespected—or worse. In just a few minutes, you can review the basics of writing clear, professional messages when communicating with team members, residents and customers.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Workplace Savvy - The Buzz on Business Writing (Infographic)

5 minutes

Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)

Commas, periods and word mix-ups…oh my! Grammar mistakes can tarnish both the impact and professionalism of your business correspondence. Whether you're contacting a team member, resident or customer, remember these basic grammar rules to polish up your writing and let your message shine.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Express: Workplace Savvy - The Good, Bad and Ugly of Grammar (Infographic)

5 minutes

Fair Housing

Fair housing is the law of the land, starting with the federal Fair Housing Act and continuing through various state and local statutes and regulations. To avoid costly violations, you must understand what fair housing means and what the laws require. This course is designed to provide you with that information. Your mastery of fair housing will serve you well in many aspects of your career in the multifamily industry.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing

Duration 2 hours

0 minutes

Fair Housing - Spanish

Duration 2 hours

0 minutes

Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing

In this course, you will learn about the barriers people who are deaf or hard of hearing often face when looking for housing. You will also learn how to take phone calls and communicate in person with people who are deaf or hard of hearing.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing

Duration 0 hours

30 minutes

Fair Housing and Communicating with People Who Are Deaf or Hard of Hearing - Spanish

Duration 0 hours

30 minutes

Fair Housing and Disparate Impact

In this course, you will learn about HUD's standards concerning disparate impact and ways to reduce the risk of disparate impact claims at your community.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Disparate Impact

Duration 0 hours

30 minutes

Fair Housing and Disparate Impact - Spanish

Duration 0 hours

30 minutes

Fair Housing and Executive Order 13988

Following an executive order and a HUD memorandum, the Fair Housing Act is now widely interpreted to prohibit discrimination based on sexual orientation and gender identity. In this short course, you'll learn more about what this means for you and your community.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Executive Order 13988

Duration 0 hours

5 minutes

Fair Housing and Executive Order 13988 - Spanish

Duration 0 hours

5 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 Essentials
NAA CEC Credits Available No
Language Support Tool Available

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 Essentials
NAA CEC Credits Available No
Language Support Tool Available
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 Reasonable Accommodations and Modifications

In this course, you will learn about reasonable accommodations and modifications. You will also learn how to respond to accommodation and modification requests, including requests for assistance animals.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill

Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Reasonable Accommodations and Modifications

Duration 0 hours

30 minutes

Fair Housing and Reasonable Accommodations and Modifications - Spanish

Duration 0 hours

30 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 Essentials
NAA CEC Credits Available No
Language Support Tool Available
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 Terms, Conditions, and Privileges

In this course, you will learn how to offer the same terms, conditions, and privileges to everyone without regard to their membership in a protected class. You will also learn how to handle resident complaints and respond to third party harassment.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill

Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing and Terms, Conditions, and Privileges

Duration 0 hours

30 minutes

Fair Housing and Terms, Conditions, and Privileges - Spanish

Duration 0 hours

30 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 Essentials
NAA CEC Credits Available No
Language Support Tool Available
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

Fair Housing Booster: Age Discrimination

In this learning booster, you'll learn how to recognize and avoid marital status discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing

Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Age Discrimination

Duration 0 hours

10 minutes

Fair Housing Booster: Asking for Documentation about Accommodations

Knowing what to do when you get a request for an accommodation can be tricky. If you've ever wondered what questions you can ask, and when you can ask them, you've come to the right place. In this booster, you'll learn how to apply HUD's guidelines for handling requests for accommodations.

Duration 0 Hours 5 Minutes
Package Essentials
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Asking for Documentation about Accommodations

Duration 0 hours

5 minutes

Fair Housing Booster: Criminal Background Checks

You may be familiar with criminal background checks, but do you know how they relate to fair housing? This booster will reinforce your understanding of HUD's recommendations for applying criminal background checks fairly.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Criminal Background Checks

Duration 0 hours

5 minutes

Fair Housing Booster: Do You Know Your State and Local Protected Classes?

In this learning booster, you'll do an activity in which you will identify local fair housing resources and research and write down your state and local protected classes in a format that you can print and keep for future reference. Then you will answer a question to apply what you know about fair housing to one of the protected classes you discovered in your research.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Do You Know Your State and Local Protected Classes?

Duration 0 hours

20 minutes

Fair Housing Booster: HUD's Best Practices for Using Criminal Records in Housing

While most onsite personnel don't control the applicant screening procedures for their communities, some do, and more importantly, many regional and national housing operators need to remain up-to-date on these clarifications. This booster is recommended for those personnel. In this learning booster, you'll learn five HUD-recommended best practices for using criminal records in a way that complies with the Fair Housing Act.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available

Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Supervisor
Languages English

Course Versions
Fair Housing Booster: HUD's Best Practices for Using Criminal Records in Housing

Duration 0 hours

5 minutes

Fair Housing Booster: Limited English Proficiency

A big part of your job is communicating with customers, but what do you do when you and your customer speak different languages? This booster will reinforce your knowledge of HUD's recommendations for working with customers who have Limited English Proficiency.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Limited English Proficiency

Duration 0 hours

5 minutes

Fair Housing Booster: Local Nuisance Ordinances

Nuisance ordinances identify certain activities as "nuisances" and require property managers to either stop the nuisance behavior or face a penalty, such as a fine. But how do these ordinances relate to fair housing? This booster will reinforce your understanding of how local nuisance ordinances and fair housing law interact.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Fair Housing Booster: Marijuana and Smoke-Free Policies

Conflicting laws regarding marijuana use cause a lot of confusion for those in the multifamily housing industry. Is marijuana legal…or not? Can your community have policies prohibiting marijuana use? In this booster, you'll learn the answers to these questions and more as we explore the challenges of implementing and enforcing smoke-free policies.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Marijuana and Smoke-Free Policies

Duration 0 hours

5 minutes

Fair Housing Booster: Marital Status Discrimination

In this learning booster, you'll learn how to recognize and avoid marital status discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Marital Status Discrimination

Duration 0 hours

10 minutes

Fair Housing Booster: Occupancy Standards and Familial Status

Occupancy standards can become a fair housing issue if they target families with children. HUD's guidance says that "two persons per bedroom" works as a general rule, but there are exceptions. In this booster, you'll learn how to ensure that your community's occupancy standards are fair for everyone.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Occupancy Standards and Familial Status

Duration 0 hours

5 minutes

Fair Housing Booster: Practicing Fair Housing

Fair housing is an important and complex topic. As a multifamily professional, your everyday decisions, actions, and conversations all have a fair housing impact. There's a lot to remember and the stakes are high. In this booster, you'll have an opportunity to reinforce your fair housing knowledge with practice, using scenarios designed for leasing and maintenance teams.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee

Languages English

Course Versions
Fair Housing Booster: Practicing Fair Housing

Duration 0 hours

5 minutes

Fair Housing Booster: Source of Income Discrimination

In this learning booster, you'll learn how to recognize and avoid source of income discrimination in housing.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Source of Income Discrimination

Duration 0 hours

10 minutes

Fair Housing Booster: Third Party Behavior

HUD expects housing providers to stop harassment happening at their communities, including harassment happening between residents! In this booster, you'll learn how to recognize problematic third party behavior and what to do to keep it from causing a hostile environment.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
Fair Housing Booster: Third Party Behavior

Duration 0 hours

5 minutes

Fair Housing for Maintenance

All apartment community employees have a responsibility to uphold fair housing laws. To avoid costly violations, you must understand what fair housing means and what the laws require. This course is designed to provide you with that information, including examples and scenarios relating specifically to the maintenance team.

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

Course Versions
Fair Housing for Maintenance

Duration 1 hour

0 minutes

Fair Housing for Maintenance - Spanish

Duration 1 hour

0 minutes

Fair Housing Refresher

This course provides a review of fair housing law, a look at recent issues and trends in fair housing and real-world practice scenarios. This course assumes you have taken Grace Hill's Fair Housing course. IMPORTANT: This refresher course has not been approved by the Virginia Department of Occupational Regulation (DPOR). If you need to take a course that is approved by DPOR, you must take Grace Hill's Fair Housing Course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fair Housing Refresher

Duration 0 hours

30 minutes

Repaso de Vivienda Justa

Duration 0 hours

30 minutes

Follow-Up Techniques

Follow-up is a critical component to effective leasing. In this course, we will explore follow-up methods and unique strategies to increase your closing ratios and improve your overall leasing effectiveness.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Follow-Up Techniques

Duration 1 hour

0 minutes

Following Up After Virtual and Self-Guided Tours

From virtual to self-guided tours, communities find that, in general, customers like this new way of leasing an apartment. But how do you make up for the loss of face-to-face time with a customer? Following up with customers after a virtual or self-guided tour can bridge the gap if you know what to include in your follow-up efforts, when and how to follow up, and if you have strategies and protocols in place to get your follow-ups done.

20 Minutes
Package Essentials
Records Score No

Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Following Up After Virtual and Self-Guided Tours

20 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

Fundamentals of Golf Cart Safety

In this course, you will learn basic golf cart safety practices that can help you prevent accidents and keep you, your community, and prospective residents safe.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Fundamentals of Golf Cart Safety

Duration 0 hours

15 minutes

Fundamentals of Golf Cart Safety - Spanish

Duration 0 hours

15 minutes

GH Webinar: Change Your Online Story

It's a Ratings and Review world and, as we have all learned, no community can ignore them and hope those reviews will just go away. You have more control over your online reputation than you think! All you need is a Purpose and a Plan.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Change Your Online Story

Duration 1 hour

0 minutes

GH Webinar: Cultivating Women Leaders in Multifamily

In honor of Women's History Month, Grace Hill pulled together a powerhouse panel of women leaders in multifamily to discuss: - The challenges they've faced in their careers - The tools they've used to overcome them - And what they believe the industry can do to cultivate even stronger women leaders for the future Moderators: Dana Hill - SE Field Sales, Grace Hill Christi Dobbins - Director of Product Management, Grace Hill Presenters: Alycia Anderson - VP Sales, Knock Darcey Forbes - Senior Director of Field Sales, Grace Hill Jessica Fern - Senior Director of Training and Development, FPI Management Marci French - VP, Operations at HRG Management Services

Duration 1 Hour 0 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Cultivating Women Leaders in Multifamily

Duration 1 hour

0 minutes

GH Webinar: Don't Catch the Budget Blues

Are you feeling stressed out or up to your eyeballs in numbers that seem to be running together? Join us for this impactful webinar that offers coping strategies for managing your time, resources and emotions when it comes to completing your budget. Industry thought leader Dr. Debbie Phillips will guide us through a process for creating a quality budget while keeping our sanity.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: Don't Catch the Budget Blues

Duration 0 hours

35 minutes

GH Webinar: Elevating Your Sales Language to Make the Conversion

Making the conversion is the most critical part of every conversation with a potential resident. This can mean different things depending on the communication method, but in any case the language you use with prospective residents makes all the difference in how they feel about leasing with you. Our panel covered ways that you can elevate your sales language throughout the leasing process.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No

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

Course Versions
GH Webinar: Elevating Your Sales Language to Make the Conversion

Duration 0 hours

45 minutes

GH Webinar: Embrace Self-Care and Drive Performance

Great leaders set the example they want the organization to follow. This webinar flips the script on traditional leadership training courses and focuses on how self-care can help leaders THRIVE instead of just survive. Focusing on your own self care first leads to higher performing teams and improved organizational results. Learn how to prevent burnout, manage stress, and become a resilient leader through all circumstances.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Embrace Self-Care and Drive Performance

Duration 1 hour

0 minutes

GH Webinar: Fair Housing & Service Animals

Nadeen Green, Senior Counsel with For Rent Media Solutions and Doug Chasick, The Apartment Doctor, delve into service animals and real situations facing property owners and operators.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing

Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Fair Housing & Service Animals

Duration 1 hour

0 minutes

GH Webinar: HVAC Clinic - Concepts for HVAC Anatomy and Diagnostics

It's not surprising how little the average person knows about air conditioning. Air Conditioning and Heating systems can be very confusing to people who are not trained to work on them. Understanding AC and heating jargon can be a daunting task for office staff and new maintenance personnel. In this webinar, we'll learn the essentials of how AC and Heating systems work and the role each component plays, and the language and knowledge required to help non-service team members better understand what's needed for repair and replacement.

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

Course Versions
GH Webinar: HVAC Clinic - Concepts for HVAC Anatomy and Diagnostics

Duration 0 hours

30 minutes

GH Webinar: HVAC Clinic - Electric Heaters

Maintaining electric furnaces is a critical part of the job for many service technicians, and it's not quite as straightforward as it may seem. Troubleshooting issues properly can save you and your community time, effort, and money. Join us while we cover the basics of troubleshooting electric furnaces and the true value of learning to use multimeters effectively to take out the guesswork.

Duration 0 Hours 35 Minutes

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

Course Versions
GH Webinar: HVAC Clinic - Electric Heaters

Duration 0 hours

35 minutes

GH Webinar: Increasing Your Leasing: Tactics for a New Era

You may have been through generic leasing training before, but has it left you inspired? Grace Hill has partnered with Empower P.M.C. to bring you fresh, focused solutions designed to help you beat your customers to the door and walk them through an unparalleled experience that meets their expectations and elevates your leasing performance. Grace Hill's Christi Dobbins joins Empower P.M.C's William Butler and Victoria Enchill to cover the evolving leasing landscape and provide success-driven tips on executing the tour, what customers value most, and how you can deliver that value.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Increasing Your Leasing: Tactics for a New Era

Duration 1 hour

0 minutes

GH Webinar: Labor Trafficking in Multifamily: How Apartment Operators Can Make a Difference

Labor trafficking can happen anywhere. As one type of human trafficking, labor trafficking uses force, fraud, and coercion to solicit victims right in your community.

Workers can be housed in apartments and transferred to work locations in groups. In this webinar you will learn: - What labor trafficking is and how it applies to property management. - Ways to spot red flags within your apartment communities. - How to report possible situations.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Human Trafficking
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Labor Trafficking in Multifamily: How Apartment Operators Can Make a Difference

Duration 1 hour

0 minutes

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

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: Let It Go, Please. Hoarding is a Fair Housing Issue.

Explore why Hoarding has become such a concern. Although the sanitation issue is very important and potentially harmful, the fair housing implications are just as important, if not more so.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Let It Go, Please. Hoarding is a Fair Housing Issue.

Duration 0 hours

45 minutes

GH Webinar: Mental Health Issues In Student Housing - Your Questions Answered

This webinar is a follow-up to Student Housing Insight's podcast about mental health and campus resources. In that podcast, we covered warning signs that a student resident may be dealing with mental illness, and the resources that universities make available to those students. If you missed the podcast, check it out on iTunes or the podcast player of your choice, or online at www.studenthousinginsight.com.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Mental Health Issues In Student Housing - Your Questions Answered

Duration 1 hour

0 minutes

GH Webinar: Microaggressions: What I Say and How I Say It

Presented in partnership with The Activation Hour and NAA, this webinar provides an in-depth examination of microaggressions: what they are, how they feel, and what you can do to prevent them going forward. You'll be able to identify a microaggression, establish and redirect healthy communication, and understand the impact you'll have on others. You'll also learn the steps needed to turn microaggressions into macro awareness.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: Microaggressions: What I Say and How I Say It

Duration 1 hour

0 minutes

GH Webinar: More Than an Employee: Overcoming Bias Through Nurturing Employee Relationships

Eager for real actions that will move the needle in Diversity & Inclusion? Listen to a conversation between our experts Dana Hill, Melissa D. White, and Dr. Debbie Phillips that covers clear steps you can take and addresses topics from why Diversity initiatives don't address bias to alternative solutions. Additionally, you will learn how to attract underrepresented groups of people to work in our industry, and how you can address bias through mentorship, sponsorship, and advocacy.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: More Than an Employee: Overcoming Bias Through Nurturing Employee Relationships

Duration 1 hour

0 minutes

GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Community Perspective

Sometimes it's just not possible for on-site teams to handle every service request. What can you do to ensure that when you bring a supplier on-site, they are adhering to safety protocols and are properly insured and able to work on the job? Join Brady Dunn and Tim Leech from Alliant Insurance Services as they share some strategies to make sure that your community is protected in the case of an unfortunate event occurring while a supplier is on site. This webinar is intended for community operators.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Community Perspective

Duration 0 hours

45 minutes

GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Corporate Perspective

What's your plan if an accident occurs while a supplier is on-site at one of your communities? Creating a safety program from the corporate level with clear requirements for who is on-site and what licenses and insurance are required is critical not only to ensure that proper policies and procedures are followed but if an unfortunate event occurs, you're not left with all the responsibility.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: On-Site Supplier Safety Programs: Managing Risk from a Corporate Perspective

Duration 1 hour

0 minutes

GH Webinar: Preparing for the Future of Smart Buildings

The future of maintenance includes smart apartments. Smart technology will help make communities intelligent, fun, and "Instagram-worthy" for Gen Z residents -- while reducing the environmental impact of the building over its life, and, most importantly, minimizing costs. This is a balance that will be key to multifamily going forward. Learn from our panel of experts not only what smart apartments mean to future residents, but what smart buildings mean for owners, and the entire future of maintenance. SPEAKERS Richard George - Owner & Managing Director, NOI

Coach Paul Rhodes - Director of Maintenance
Operations, The Life Properties Mark Vanderhoof -
Maintenance Content Writer, Grace Hill

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Preparing for the Future of Smart Buildings

Duration 1 hour

0 minutes

GH Webinar: Reputation Management - Micro-Moments are Everywhere

Managing your community's reputation online is a huge
responsibility that can sometimes feel daunting, but it
doesn't need to be! Simple practices, like providing
excellent customer service in even the smallest
interaction with a resident, then reminding them to
complete a resident survey or leave a review, can really
boost your online reputation. In this webinar, we'll learn
what it means to build "micro-moments" of exceptional
customer service, and how to drive reputation
management efforts for your community by leveraging
these moments.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Reputation Management - Micro-Moments are Everywhere

Duration 0 hours

30 minutes

GH Webinar: Risk Management Inspections in Multifamily Housing

Getting ahead of property inspections can save a
community time, money, and help reduce overall
insurance claims frequency, but only when it's done right.
Self-inspections are an important part of the process
that can identify issues ahead of time and help you
create an action plan to address major areas of risk, from
the big things to the little things, before they create a
safety, regulatory, or jurisdictional concern.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: Risk Management Inspections in Multifamily Housing

Duration 1 hour

0 minutes

GH Webinar: Self-Guided Tours that Truly Stand Out

Interested in implementing self guided tours, but not
sure where to start? Or have you already been using
them and want a few extra tips? In this webinar you will
learn: - Benefits of Self-Guided Tours - Different Self-
Guided Tour Methods - Leasing with Self-Guided Tours -
How to Stand Out During the Tour - Fair Housing &
Addressing Risks

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: Self-Guided Tours that Truly Stand Out

Duration 1 hour

0 minutes

GH Webinar: Staying Calm Under Pressure: Proven Strategies for Diffusing Stressful Customer Interactions

In this recorded webinar, you'll hear tips and tricks from an industry veteran for running a well-oiled maintenance operation, even without a lead tech on your team. From supply chain management to leveraging technology and smart delegation, you'll walk away with an actionable blueprint to: optimize maintenance workflows, implement powerful tech tools, and maximize your team's productivity.

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

Course Versions
GH Webinar: Staying Calm Under Pressure: Proven Strategies for Diffusing Stressful Customer Interactions

Duration 1 hour

GH Webinar: The Anatomy of Disparate Impact

Disparate impact can be a tricky concept to understand, and you may be even more confused now wondering where things stand. In this webinar, our panel will break it down for you. What is the disparate impact? What can you do to avoid this type of discrimination? We'll help you answer these questions and give you practical information - it's a great way to boost your knowledge of this critical area during Fair Housing month! Moderator: Dana Hill - Diversity, Equity, Inclusion Program Manager, Grace Hill, Inc. Presenters: Nadeen Green - Attorney Mike Williams - Attorney

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Fair Housing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: The Anatomy of Disparate Impact

Duration 1 hour

0 minutes

GH Webinar: The Great Resign-nation - Finding, Engaging, and Keeping Talent in a Post-COVID Economy

Hiring was challenging before the pandemic; now, it feels virtually impossible. The news is consistently covering The Great Resignation. We see our favorite restaurants and services severely understaffed, and our properties are struggling to retain quality talent. Yet, we believe there is a light at the end of the hiring tunnel. Join Kristen Magni, Managing Partner at hyrUP, as she explains how building high-caliber, high-performing teams aren't actually found in hiring more but in cultivating who you already have. She will highlight the importance of using technology in training to drive satisfaction, as well as the importance of having truly aligned and engaged leadership to keep your teams in place.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
GH Webinar: The Great Resign-nation - Finding, Engaging, and Keeping Talent in a Post-COVID Economy

Duration 1 hour

5 minutes

GH Webinar: The Power of Consistency in Sales Processes

Have you ever thought, "If I could clone that employee, I'd put one of them in every one of my communities?" Cloning might not be possible, but there are other tools to help you support the leasing practices your best leasing teams are already using. By effectively implementing policies and procedures, you can watch

the power of consistency drive your entire sales team to success! In this webinar, we'll learn how detailed processes can help you create and maintain consistency in leasing practices across multiple communities.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
GH Webinar: The Power of Consistency in Sales Processes

Duration 0 hours

30 minutes

GH Webinar: The Property Manager's Survival Guide - Mastering Maintenance Without a Lead Tech

Multifamily onsite teams are trained in areas like Fair Housing compliance, sexual harassment prevention, safety, and customer service. However, they often face conflicts with aggressive or upset residents without the tools to de-escalate these situations effectively. This recorded webinar provides practical skills for managing difficult interactions with care and empathy, helping reduce stress and improving outcomes for team members interacting with residents daily.

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

Course Versions
GH Webinar: The Property Manager's Survival Guide - Mastering Maintenance Without a Lead Tech

Duration 1 hour

GH Webinar: The Science of Happiness

You know that burnout, anxiety, and isolation all have negative impacts on both your well-being and your bottom line. But knowing how to move that needle for you and your teams can be more of a challenge. Happiness gurus Audra Lamoon and Colin Priestly-Wall from Livewire Performance Ltd will provide a rush of contagious energy from the get-go, along with solid takeaways you can immediately implement to effect change for a positive impact.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: The Science of Happiness

Duration 1 hour

0 minutes

GH Webinar: What Multifamily Can do to Prevent Human Trafficking

In honor of National Slavery and Human Trafficking Prevention Month, Grace Hill has provided this exclusive webinar covering: -Important Human Trafficking statistics in the U.S. -Why multifamily communities need to be on alert -What to look for if Human Trafficking has occurred -Strategies to implement -Specific courses, training, and other programs available This special conversation is provided in partnership with iEmpathize and the SAFE CARES program. iEmpathize is a non-profit organization whose human trafficking prevention strategies are used throughout the US and Mexico, and recognized by the United Nations as being among the top 100 practices to combat human trafficking worldwide. SAFE CARES addresses the economic and social costs of trafficking with survivor-centered solutions.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Human Trafficking
Supervisor/Employee All
Languages English

Course Versions
GH Webinar: What Multifamily Can do to Prevent Human Trafficking

Duration 1 hour

5 minutes

Hoarding

Learn how to identify and address hoarding in order to protect your community and residents. Discover the common issues related to hoarding, such as health and safety hazards, and learn how the federal Fair Housing Act protects hoarders.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
       Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Hoarding

Duration 1 hour

0 minutes

Human Trafficking in Rental Housing

Preventing human trafficking in rental housing is an important issue. This course provides an in-depth look into human trafficking, including how it affects our industry and how apartment owners and operators can respond to suspected human trafficking situations. You will learn what human trafficking is, its prevalence in the U.S., signs that apartment owners and operators can look for, and how to respond to a suspected human trafficking situation.

Duration 0 Hours 30 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Trafficking
Supervisor/Employee All
Languages English, Spanish

Course Versions
Human Trafficking in Rental Housing

Duration 0 hours

30 minutes

Human Trafficking in Rental Housing (Florida)

Duration 0 hours

30 minutes

Human Trafficking in Rental Housing - Spanish

Duration 0 hours

30 minutes

Human Trafficking in Rental Housing - Spanish (Florida)

Duration 0 hours

30 minutes

In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)

In February 2023, the final rules of the Housing Opportunity Through Modernization Act (HOTMA) were implemented. HOTMA changes many aspects of federal affordable and multifamily housing programs. Learn the recent changes, how they affect communities and residents, and what you should do to ensure compliance with the law.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: 2023 Changes to The Housing Opportunity Through Modernization Act (HOTMA) (Infographic)

Duration 0 hours

5 minutes

In the Know: Are You VAWA Compliant? (Infographic)

The U.S. Violence Against Women Act (VAWA) provides protections against housing loss for victims of domestic violence, sexual assault, dating violence and stalking. This easy-to-read summary tells which communities are subject to VAWA regulations and describes the basic provisions required by the law.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Are You VAWA Compliant? (Infographic)

5 minutes

In the Know: Community-Based Fraud (Infographic)

Learn the basics of application and lease fraud, including the different types of fraud, the tactics and red flags of people attempting to commit fraud, and the steps you can take to protect your community from fraud.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Community-Based Fraud (Infographic)

5 minutes

In the Know: Consumer Reviews & Testimonials

The Federal Trade Commission determined the deceptive use of consumer reviews and testimonials negatively impacts the consumer experience and creates an unfair marketplace. Their 2024 "Trade Regulation Rule on the Use of Consumer Reviews and Testimonials" (16 CFR Part 465) bans several practices deemed unfair or deceptive

Duration -1 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
In the Know: Consumer Reviews & Testimonials

Duration 0 hours

0 minutes

In the Know: Data Security (Infographic)

It's second nature to lock up tools, keys and office doors, but what about the online community data that you use everyday? Data thieves count on team members letting down their guards just once. Don't be the one that leaves the door open. Get up to speed or refresh your knowledge on strong passwords, mobile device use, connecting to networks, flash drives and more. Plus, supervisors will benefit from a high level review of data security risk management plans.

10 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Data Security (Infographic)

10 minutes

In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)

In March 2023 in Florida, a tort reform bill (HB 837) was signed into law that significantly changes how personal injury and wrongful death lawsuits are filed and litigated in the state. Learn the requirements, deadlines, and steps you should take to ensure you and your community receive full protection under the tort reform law.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Florida's 2023 Tort Reform (HB 837) (Infographic)

5 minutes

In the Know: Government Proposal on Banning Hidden Fees (Infographic)

The Federal Trade Commission has proposed a new rule banning fees considered to be deceptive to consumers, including convenience and processing fees. For multifamily companies, the proposal outlines specific steps to provide honest, transparent pricing.

This rule has been proposed but is not currently in effect. Learn how to prepare if the rule is implemented.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Government Proposal on Banning Hidden Fees (Infographic)

Duration 0 hours

5 minutes

In the Know: Hoarding (Infographic)

Your maintenance team reports one apartment is stacked floor to ceiling with magazines and newspapers. Before you contemplate eviction or plan for additional dumpster capacity, get in the know. Learn about hoarding, the potential impacts to communities and residents, and how to handle the situation while staying on the right side of fair housing laws.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
In the Know: Hoarding (Infographic)

5 minutes

In the Know: Miya's Law for Florida (Infographic)

In June 2022, a law was passed in Florida aimed at strengthening resident safety. It is known as "Miya's Law." Learn why Miya's Law came about, what it requires of Florida multifamily communities, and how to pursue compliance.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Miya's Law for Florida (Infographic)

5 minutes

In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Connecticut's Senate Bill 998 became law in June 2023, focusing on residents' rights and housing quality. It

affects resident fees, deposits, evictions, rent increases for specific groups, pre-occupancy walk-throughs, and more. Discover details, ensure compliance, and understand the benefits for both residents and the community.

Duration 0 Hours 5 Minutes
Package Essentials
Content Provider Edge2Learn
Subject Compliance & Social Responsibility
Supervisor/Employee All
Languages English

Course Versions
In the Know: Navigating Connecticut's 2023 Housing Law (Infographic)

Duration 0 hours

5 minutes

In the Know: Virtual Tours (Infographic)

No more guided tours? No worries. If your community has suspended regular touring activities during the COVID-19 epidemic, there are alternatives for demonstrating your apartment homes and community. Explore options including live streaming tours, video chat and video recordings, along with technical and sales tips for professional, effective results.

5 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
In the Know: Virtual Tours (Infographic)

5 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
Supervisor/Employee Employee
Languages English

Course Versions
Industry Update: 2023 Income Limits Released

Duration 0 hours

10 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 Essentials
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

Interplay Learning - A2L Refrigerants Introduction

This introductory video course offers comprehensive knowledge on A2L refrigerants targeted at industry professionals looking to enhance their operational skills and safety procedures. Covering A2L refrigerants' unique characteristics and roles within varied applications the course also provides insight into the necessary A2L-compliant tools. Ensuring safety the course includes a detailed section on safe handling transport storage and maintenance strategies for A2L systems. The course concludes with a focus on emergency response practices. Students will learn how

to effectively respond to potential hazards or emergencies associated with A2L refrigerants thereby aiding in protecting personnel and facilities.

Duration 3 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - A2L Refrigerants Introduction

Duration 3 hours

Interplay Learning - AC Motor Lab

Learn how magnetism, current, and the sine wave are all connected in an AC motor. First you'll look at the magnetic fields in a 3 phase motor and a split phase motor. Then you'll explore how resistance and current affect the speed of a motor.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
AC Motor Lab

Duration 2 hours

0 minutes

Interplay Learning - AC Power

This AC Power course will provide you with a deeper understanding of alternating current and AC power, how it behaves and is generated. The course begins with a review of direct current (DC) power concepts, to make learning about alternating current (AC) power easier. This is followed by an introduction to AC electricity, focusing on single-phase power. Next, there is a discussion of the AC waveform. The course concludes with lessons on generating single-phase and three-phase alternating current.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available

Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
AC Power

Duration 3 hours

0 minutes

Interplay Learning - AC System Tools - Pressure and Refrigerant Basics

This course covers the basics of pressure and refrigerants. Starting with barometric pressure, what it is, and how to measure it. After that we explore how to change pressure using a pump before moving on to the compound, or low-side, gauge. Finally, we explore at what a gauge manifold is and how to read it as well as taking a more in-depth look at the pressure-temperature relationship and how to read a chart reflecting it. By the end of the course you'll have a great foundation of knowledge on pressure and refrigerant basics. This will not only help to better prepare you for the HVAC industry, but also be ready to learn more advanced concepts and ideas to expand your expertise.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
AC System Tools - Pressure and Refrigerant Basics

Duration 2 hours

0 minutes

Interplay Learning - Active Shooter Response

This Active Shooter Response course equips learners with vital knowledge and skills to effectively respond to active shooter situations. Learners will identify what

constitutes an active shooter incident recognize common warning signs and grasp the typical phases of such events. This course follows the run hide fight protocol and learners will understand the importance of quick decision-making and taking immediate action. This course also covers the psychological impact of experiencing or witnessing such incidents learning invaluable coping strategies to manage stress fear and anxiety.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Active Shooter Response

Duration 1 hour

Interplay Learning - Aftermarket Motors

In this course, you're going to learn about the three types of HVAC motors available, PSC, variable speed, and constant torque. Each lesson will discuss how the motor operates, what affects its performance, factors to consider when replacing one, and installation considerations. You'll learn about the differences between each of these types of motors, and how to determine what motor is best suited for the application. By the end of this course, you will have gained a foundational understanding of these different HVAC motors and be able to appropriately select one for replacement. Let's jump in!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Aftermarket Motors

Duration 2 hours

0 minutes

Interplay Learning - Aftermarket Parts

In HVAC, a big part of the job is handling repairs, which often involves installing a new part. This course takes a look at some of the most common parts you encounter when working with these systems. First we'll discuss capacitors, where you'll learn about their purpose, function and various applications. After that we have a lesson on contactors and surge protectors. Following these lessons we have a couple more on hard start kits, looking at how they work and when you might need them. Finally, we'll conclude with diving into filter line driers. This is a great course to help you understand these essential aftermarket HVAC parts.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Aftermarket Parts

Duration 2 hours

0 minutes

Interplay Learning - Aggressive Driving

In this course, you'll learn the definition of aggressive driving and road rage and examples of unsafe driving behaviors related to aggressive driving. You'll learn various statistics that prove aggressive driving and road rage can cause harm– and even death when situations escalate. This course covers methods for preventing aggressive driving, both before entering your vehicle and while driving, and gives steps to perform if you're confronted by an aggressor on the road.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Aggressive Driving

Duration 1 hour

0 minutes

Interplay Learning - Air-Source Heat Pump Introduction

In this Air-Source Heat Pump Introduction course we will explore the concepts of the air-source heat pump system. We will also take a look at the core components that are included within the air-source heat pump. As we enter into the simulation lesson you will be guided with simulation based steps demonstrating the sequence of operations for this system. This course will have you learning the basic fundamentals of air-source heat pumps as well as the safety precautions needed when working on these types of heat pumps

Duration 2 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Air-Source Heat Pump Introduction

Duration 2 hours

Interplay Learning - Airflow Testing Procedures

In this course you will complete various simulations in which you'll learn different methods for measuring airflow in a blower. You will look at the flow plate procedure, how to determine airflow using the static pressure differential, how to traverse a duct with an anemometer as well as the delta T method for both heating and cooling. By the end of the course you'll have learned five different procedures to measure the airflow in a blower.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Airflow Testing Procedures

Duration 3 hours

0 minutes

Interplay Learning - Ampacity and Wire Sizing

This course is all about a really fundamental and useful concept in electrical work – the ampacity of conductors—that is, the maximum amount of current that a conductor can carry on a continuous basis without getting dangerously hot. In the lessons of this course you will progress gradually, beginning with a simple introduction to the key ampacity tables in the National Electrical Code, because working with ampacity is all about knowing where to find the values. We show you exactly how to find the ampacity for any wire, but then go further to explain things like how to choose which temperature column to use, based on environmental and code exceptions. And we cover, pretty carefully, the reasons why you often have to adjust the values found in the ampacity tables, based on what are called 'conditions of use' like the ambient temperature around a wire or how many wires are crammed inside a conduit. And we end the course with a nice set of worked examples, so you really get comfortable with applying everything you have learned about ampacity.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Ampacity and Wire Sizing

Duration 3 hours

0 minutes

Interplay Learning - Array Assembly Installation

In Array Assembly Installation, you get to make measurements, manipulate tools and assemble parts just

like you would on an actual residential roof. You will install a solar array using a rail-based mounting system over composition shingle roofing. This comprehensive course includes snapping vertical rafter and horizontal attachment lines, mounting flashed rail attachments, attaching rails, installing optimizers, securing array wiring, and attaching the solar modules.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Array Assembly Installation

Duration 2 hours

0 minutes

Interplay Learning - Asbestos Awareness

This asbestos awareness course provides an overview of the hazards of asbestos exposure and the risks associated with working with asbestos-containing materials. We will cover the properties of asbestos the types of products that may contain asbestos and the health effects of asbestos exposure. You will learn about OSHA requirements safe work practices and procedures for handling asbestos-containing materials including using personal protective equipment (PPE) and safe work procedures. This course is designed for workers who may encounter asbestos-containing materials on the job and provides essential knowledge and skills to minimize the risk of asbestos exposure.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Asbestos Awareness

Duration 2 hours

0 minutes

Interplay Learning - Automatic Flushometer Retrofit (Diaphragm)

In this course on Automatic Flushometer Retrofit, we will explore the replacement and installation of two types of retrofitting for diaphragm-based automatic flushometers. The top mount and side mount are the two types of retrofitting that will be used to convert the already installed diaphragm-based manual flushometers. With each scenario, you will be guided with simulation based steps to check for retrofit conversion readiness, removal preparation of the installed manual flushometer, and proper installation of both the top and side mounted automatic flushometers retrofit operators.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Automatic Flushometer Retrofit (Diaphragm)

Duration 3 hours

0 minutes

Interplay Learning - Automatic Flushometer Troubleshooting (Diaphragm)

In this course on Automatic Flushometer Troubleshooting we will explore the troubleshooting tasks for diaphragm-based automatic flushometers . With each scenario you will be guided with simulation based steps to check for key signs of abnormal flushing and component failures of the diaphragm-based automatic flushometer. You will also utilize procedures for repairing and replacing different electronic parts and assemblies.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Automatic Flushometer Troubleshooting (Diaphragm)

Duration 4 hours

0 minutes

Interplay Learning - Avoiding Callbacks

Upon completing this course, learners will be able to articulate the concept of callbacks and effectively minimize their occurrence by conducting a thorough diagnosis, completing a final walkthrough, and communicating clearly with the customer.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Avoiding Callbacks

Duration 1 hour

0 minutes

Interplay Learning - Back Safety and Injury Prevention

By the end of this course learners will recognize the common causes of back injury and how best to avoid them. They will understand the importance of physical fitness for the back and will review the characteristics of healthy posture and lifting technique.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no

Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Back Safety and Injury Prevention

Duration 1 hour

0 minutes

Interplay Learning - Basic Construction for Trades

Basic Construction for the Trades is designed to prepare HVAC technicians for the NATE exam while also instructing carpenters plumbers and electricians on the process of building a house from the ground up so they can see where their work fits into the overall process. Learners will get an overview of what is built during the general construction process and then dive deeper into the details of each step of the process. They'll discover how to identify and read different types of architectural plans as well as the scales and line types used within each plan. Learners will also explore how to build footers and foundations how to properly layout rough framing and rough-in work and how to install interior and exterior finishing.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Basic Construction for Trades

Duration 1 hour

0 minutes

Interplay Learning - Basic HVAC Tools

Learn about the basic tools of an HVAC technician including multimeter, gauges, wrenches, pipe benders and wire cutters.

Duration 3 Hours 0 Minutes

Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Basic HVAC Tools

Duration 3 hours

0 minutes

Interplay Learning - Basic Plumbing Tools

There are many different tools required for the plumber, from daily jobs to a veteran challenge. This course covers the basic tools you'll use most. It goes through various different categories, explaining each tool's application and helpful tips, with safety practices in mind. It begins with tools used in the home, then transitions to tools for commercial application. Finally you'll explore some helpful repair tools that aid in common problems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Basic Plumbing Tools

Duration 2 hours

0 minutes

Interplay Learning - Basic Pool Mechanics

This course covers foundational pool management concepts that will prepare a learner to assist a Certified Pool Operator (CPO). Learners will explore the different classifications and components of pools. They will learn about different filtration systems, circulation and recirculation equipment. They will also learn about best practices for keeping pool users out of danger.

Duration 1 Hour 0 Minutes

Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Basic Pool Mechanics

Duration 1 hour

0 minutes

Interplay Learning - Basics of Electrical Retrofitting

In this course you will learn about identifying outdated and unsafe electrical setups recognize the hazards associated with them and how to assess and mitigate those hazards while prioritizing safety. You will also be reminded to assume that older wiring setups are live and ungrounded. We will cover outdated wiring setups such as knob and tube wiring and cloth-insulated wiring and discuss wiring conductors like copper aluminum and copper-clad aluminum. Finally we will focus on older electrical panels and fuse boxes including those that are no longer suitable for modern use.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Basics of Electrical Retrofitting

Duration 2 hours

0 minutes

Interplay Learning - Becoming an Electrician

So, you want to be an electrician? In this course you'll learn how you can start your career in the electrical field. It covers the settings and career paths you can take, the education and training you'll need, and gets you started with safety guidelines for electricians. Being an

electrician is a very versatile trade that transfers to other trades like HVAC, solar, plumbing and facilities maintenance. Are you ready to get started?

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Becoming an Electrician

Duration 2 hours

0 minutes

Interplay Learning - Bloodborne Pathogens Awareness

This course will provide a basic understanding of bloodborne pathogens, how they are most commonly transmitted, methods of prevention, and steps to take if an exposure event occurs. It is intended to provide the learner with suitable means to protect themselves from occupational exposure to bloodborne pathogens. This course is not intended as medical advice and all information in it is obtained through the help of a Subject Matter Expert and various other resources. Seek professional medical advice from a trained professional and or emergency medical assistance if you are in need of care.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Bloodborne Pathogens Awareness

Duration 1 hour

0 minutes

Interplay Learning - Building Automation Systems (BAS) Introduction

This course provides an introduction to Building Automation Systems (BAS) which are essential for enhancing the efficiency comfort and security of modern buildings. Learners will gain a foundational understanding of BAS including their purpose and the significant benefits they offer. The course covers key components of BAS such as HVAC lighting security and fire safety systems as well as the roles of skilled trade workers and building managers in maintaining and managing these systems. By the end of the course learners will be able to define a BAS understand its primary functions and describe the advantages of automating building systems.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Building Automation Systems (BAS) Introduction

Duration 1 hour

Interplay Learning - Building DC Circuits

First, you'll learn how DC circuits fit into the real world and how Kirchhoff's Law and Ohm's Law apply to series and parallel DC circuits. Then you'll get to practice building DC circuits in Interplay Learning's guided electrical simulation lab.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Building DC Circuits

Duration 2 hours

0 minutes

Interplay Learning - Building DC Combination Circuits

Learn how series and parallel circuits can be wired into a combination circuit and the theory that applies to this type of circuit in the Interplay Lab. First, you'll get to build a combination circuit, then test Kirchhoff's Voltage Law, calculate the total resistance of the circuit, and then find the current using Ohm's Law.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Building DC Combination Circuits

Duration 2 hours

0 minutes

Interplay Learning - Built-in Cooking Overview

Built-in cooking refers to several appliances, including cooktops, rangetops and ovens, that are built directly into the cabinetry in kitchens. They come from one appliance, the range, that has been broken out into separate units. In this course, you'll start off with a couple lessons that identify the basic components these appliances. After that, we'll look at the various configurations of each and then get into some specific types and uses.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Built-in Cooking Overview

Duration 2 hours

0 minutes

Interplay Learning - Carpentry Basics

So, you want to get a basic understanding of carpentry! Well, this is the course for you. In this course, you will learn about the skills needed, basic tools and their function for carpentry! Next, you'll learn about the safety practices that's needed for carpenters. Then we'll look at some areas that you can specialize in, including rough carpentry and finish carpentry. We'll close this course out by walking you through the general steps of constructing a house. We hope you enjoy this course!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Carpentry Basics

Duration 2 hours

0 minutes

Interplay Learning - Cast Iron Pipe Joining Methods Lab

Within the Cast Iron Pipe Joining Methods Lab we will explore the joining method based on clamping and compressing cast iron pipes. Within the scenario you will be guided with simulation-based steps for properly joining both no-hub and hub & spigot cast iron pipes within a learning lab environment. This course will have you learning the fundamentals of cast iron pipe joining methods before heading out into the field. You will also be reviewing the tools and safety precautions that are needed to complete the cast iron pipe joining methods.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Cast Iron Pipe Joining Methods Lab

Duration 2 hours

0 minutes

Interplay Learning - Caulking and Sealing

Properly using caulk and caulking tools is essential to creating a neat and professional look as well as a long lasting seal between materials. Caulk can be used for many applications, including windows, doors, and fixtures in the bathroom or kitchen. This course covers the different kinds of caulk and what they're used for, the tools needed, and how to properly remove and apply caulk to specific building materials.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Caulking and Sealing

Duration 2 hours

0 minutes

Interplay Learning - Centrifugal Chiller Maintenance

Proper maintenance is essential for ensuring the reliable and efficient operation of a centrifugal chiller. In this video, we'll cover the procedures involved in evaluating performance, as well as maintenance on a chiller and help you ensure that it operates at peak performance for years to come. This course will get you thinking and acting like a pro when it comes to maintaining centrifugal chiller systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Centrifugal Chiller Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Centrifugal Chiller Startup and Recovery

This course covers how to start up and recover centrifugal chillers for cooling towers. In this simulation-based course, we are going to walk you through seasonal startup and recovery scenarios. You'll be prompted to for each process by area, and we'll guide you through the process along the way. We'll support your learning progression with a guided procedure guide and when your understanding of concepts is ready, you have challenge scenarios to see what you've retained. There are nine different guided and challenge scenarios, 18 in all. You will learn the basic mechanics and processes related to the system, and walk through a simulation for the various areas of focus, including the pumps, cooling towers, condenser water pumps, and chiller for startup, and applicable processes related to the recovery machine. Finally, you will be challenged to navigate the simulation independently with several challenge scenarios.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Centrifugal Chiller Startup and Recovery

Duration 2 hours

0 minutes

Interplay Learning - Centrifugal Pump Repair

In this course, we learn the most common pump failures in CHVAC systems. We learn how to diagnose and fix faulted pumps. With a focus on centrifugal pumps, we learn the symptoms of the most common pump failures. We get hands-on experience repairing those problems using a 3D simulation program. We learn a repeatable process so that we can diagnose problems reliably. We learn the common risks of pump repair so that we can fix problems safely.

Duration 8 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Centrifugal Pump Repair

Duration 8 hours

0 minutes

Interplay Learning - Certified Pool Operator (CPO) Training & Certification

Two-Day Certified Pool Operator (CPO) course available virtually via Zoom. Gain essential knowledge in pool operations water chemistry safety regulations and maintenance techniques from experienced instructors. The CPO certification valid for five years and recognized nationally equips pool managers technicians and owners with the expertise to enhance efficiency reduce hazards and comply with regulations.The CPO exam will be given on day two and you will be allotted three hours to take the exam. The exam is open notes and open book. You will have three hours to complete the 50 question exam. You will need 37 out of 50 to pass.

Duration 16 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Certified Pool Operator (CPO) Training & Certification
Duration 16 hours

0 minutes

Interplay Learning - Charging Part 1: Tools and Rules

Charging Part 1 starts with the reasons why proper charging is so important. It covers gauge connections and purging, charging through the low side of the system, and removing gauges. It also explores the tools used for charging such as pressure/temperature charts, analog gauges, and temperature measuring tools.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Charging Part 1: Tools and Rules

Duration 2 hours

0 minutes

Interplay Learning - Charging Part 2: Subcooling and Superheat

Charging Part 2 starts with superheat and subcooling basics. It covers why, when, and where to measure superheat, superheat charging charts, and reading subcooling tables and curves. It also explores the relationship between refrigerant pressures and airflow. This course follows Charging Part 1: Tools and Rules.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Charging Part 2: Subcooling and Superheat

Duration 2 hours

0 minutes

Interplay Learning - Chemical Safety

This course is designed to equip learners with the knowledge and skills necessary to navigate chemical hazards in the workplace safely. From understanding how to read chemical labels to implementing emergency response protocols participants will gain a holistic understanding of chemical safety ensuring a secure work environment for themselves and their colleagues.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Chemical Safety

Duration 2 hours

0 minutes

Interplay Learning - Chiller Systems

In this course learners will learn how to identify the different types of chiller systems, their purpose in a building, their basic components, and about the heat rejection side of the system. Learners will also look at primary and secondary refrigerants so they can identify them, look at how they flow through a system and change states, as well as compare the refrigeration cycle of a chiller to that of residential AC units.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Chiller Systems

Duration 2 hours

0 minutes

Interplay Learning - Chiller Troubleshooting

Take your chiller troubleshooting skills to the next level by diagnosing specific causes of two different alarms in this course. Explore four reasons a chiller system would throw a high pressure cutout alarm. Then diagnose five reasons why a chiller would have loss of flow from the evaporator or condenser.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Chiller Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Chiller Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Chiller Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Chiller Unit Components

Learn what the major components of a chiller unit are and how each one fits into a pressure enthalpy chart, on both the high and low side of the system.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Chiller Unit Components

Duration 2 hours

0 minutes

Interplay Learning - Cleaning Basics

By the end of this course learners will understand the importance of cleaning and types of cleaning jobs. They will also be able to explain the difference between cleaning, sanitizing, and disinfecting; the importance of dwell time; and where to find germ touch points and hot spots.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Cleaning Basics

Duration 1 hour

0 minutes

Interplay Learning - Cleaning Chemicals and Safety

By the end of this course learners will know how to safely handle and use different types of cleaning chemicals. They will also be able to use safe storage procedures for cleaning chemicals and explain when to use personal protective equipment (PPE).

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Cleaning Chemicals and Safety

Duration 1 hour

Interplay Learning - Closet Flange and Toilet Installation

In this course we'll be learning about closet flange and toilet installation. We'll begin by exploring different types of flanges and toilets. We'll then examine the parts we'll need for installation along with the required tools for the job. Furthermore we'll learn safety measures to help keep people and property safe. Finally we'll perform a simulation where we'll install a flange and a toilet on a concrete floor. We'll wrap up our simulation with testing to make sure everything is working right.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Closet Flange and Toilet Installation

Duration 2 hours

0 minutes

Interplay Learning - Cold Climate Heat Pump Retrofit

In this simulation-based course, you'll discover how to replace existing systems, and commission new systems, with cold climate heat pumps. Depending on your location, cold climate heat pumps might be needed because they can operate at lower outdoor ambient temperatures. It includes video demonstrations from your instructor Tim Smith where we will walk you through the basics, and then you'll have the opportunity to test your skills with challenge scenarios.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Cold Climate Heat Pump Retrofit

Duration 2 hours

0 minutes

Interplay Learning - Cold Stress Recognition and Prevention

Cold stress is when the body can no longer maintain a normal temperature due to cold temperature exposure. Anyone working in cold conditions is at risk for cold stress. This course covers the risk factors cold stress illnesses symptoms treatment and most importantly prevention.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Cold Stress Recognition and Prevention

Duration 1 hour

0 minutes

Interplay Learning - Combustion Analysis

In this intermediate course on Combustion Analysis, we will explore how combustion occurs, what gases are produced, and what acceptable ranges are. With each scenario, you will be guided with realistic steps of interaction to complete the procedures for how to fix the gas furnace

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Combustion Analysis

Duration 3 hours

0 minutes

Interplay Learning - Comfort and Airflow

A brief overview of residential HVAC Air Balancing as it relates to the HVAC industry. This course is intended to provide a basic understanding of how to balance and adjust a system to ensure an accurate system air balance and optimal occupant comfort.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Comfort and Airflow

Duration 2 hours

0 minutes

Interplay Learning - Comfort and Humidity

A brief overview of how humidity affects comfort, types of humidifiers and dehumidifiers, and installing dehumidifiers and humidifiers for ideal humidity levels according to HVAC industry standards. This course is intended to provide a basic description of humidity and comfort for learners.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Comfort and Humidity

Duration 2 hours

0 minutes

Interplay Learning - Commercial A/C Troubleshooting (3 Phase Compressor)

Learn to troubleshoot common mechanical and electrical faults with a simple 3 phase compressor split commercial AC unit. It's hot outside and these diners need some relief while they enjoy their meal. Do you have what it takes to fix the problem?

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Commercial A/C Troubleshooting (3 Phase Compressor)

Duration 6 hours

0 minutes

Interplay Learning - Commercial A/C Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Commercial A/C Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Commercial Boilers Introduction

This video course provides a comprehensive overview of commercial boilers. Participants will learn about different types of boilers where they are typically located in commercial environments and their critical role in supporting business operations. The course places a strong emphasis on boiler safety practices providing essential knowledge to minimize potential risks. Additionally learners will gain insights into the role of technicians and their fundamental tasks in troubleshooting and maintenance for optimal operational efficiency. This course is a valuable resource for aspiring technicians maintenance personnel or anyone interested in the broad scope of commercial boilers.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Commercial Boilers Introduction

Duration 2 hours

0 minutes

Interplay Learning - Commercial Electrical Transformer Installation

In this simulation you will learn how to install a commercial transformer. Besides learning a valuable new skill this simulation will give you a chance to practice knowledge and concepts you've already learned about power distribution and safety. Using interactive simulations which give you feedback along the way you will install a commercial three-phase transformer professionally and up to code.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Commercial Electrical Transformer Installation

Duration 2 hours

0 minutes

Interplay Learning - Commercial HVAC Welcome Assessment

The Commercial HVAC Welcome Assessment is a multiple choice exam that will test you on all areas of Commercial HVAC knowledge. The results of this assessment will show you, in great detail, the areas of Commercial HVAC skills in which you are strong, and areas in which you need work. Don't worry, though, we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.

Duration 1 Hour 0 Minutes
Package Interplay Learning

Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Commercial HVAC Welcome Assessment

Duration 1 hour

0 minutes

Interplay Learning - Commercial Kitchen Exhaust Fan Maintenance and Repair

Commercial kitchens rely on upblast exhaust fans to remove grease and smoke from the building. Exhaust systems reduce the risk of fire and improve air quality in the building. To follow local regulations businesses must schedule routine maintenance for their exhaust fans. In this course we learn what maintenance activities a technician should perform on an upblast exhaust fan. We recognize the most common signs of wear and tear and what steps to take to prevent them from growing into major problems. We learn the safety risks of working on upblast exhaust fans and the steps that a technician must take to stay safe. We apply the concepts we learn by conducting various maintenance and repairs on a virtual exhaust fan.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Commercial Kitchen Exhaust Fan Maintenance and Repair

Duration 3 hours

0 minutes

Interplay Learning - Commercial Plumbing Introduction

This course introduces plumbers to the world of commercial plumbing. You'll discover the fundamental differences between residential and commercial plumbing including design material fixtures and installation techniques. We'll explore the various types of commercial plumbing systems and the specialized tools and equipment used in commercial plumbing with a particular focus on prefabricated solutions that streamline installation and enhance efficiency. You'll gain insight into a wide range of opportunities and careers available to new and transitioning plumbers who are interested in commercial plumbing. This course will pave the way for a successful journey into commercial plumbing.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Commercial Plumbing Introduction

Duration 3 hours

0 minutes

Interplay Learning - Commercial Wiring Troubleshooting

In this simulation, we'll learn the fundamentals of commercial wiring troubleshooting. We'll do this by pinpointing issues with branch circuits, general lighting, power distribution, and emergency lighting. In your virtual toolkit, you'll make use of tools and diagrams, and you'll perform tests, make observations, and diagnose the root cause of various issues. You'll perform this work safely, while adhering to standards set forth by the National Electric Code.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Commercial Wiring Troubleshooting

Duration 1 hour

0 minutes

Interplay Learning - Common HVAC Formulas

In this course technicians will embark on the intricate world of HVAC formulas a foundational knowledge base for technicians seeking to elevate the efficacy of their heating and cooling services. This course covers the formula for clocking a gas meter honing the ability to precisely assess gas consumption. The learner will extend their expertise to air conditioning with the temperature rising method computing CFM for gas and electric units. Beginning technicians will learn to navigate the psychrometric chart to master calculating total heat a cornerstone of efficient HVAC system design. Learners will explore the calculations for sensible and latent heat and understand the precise measure of moisture extracted from the air using the latent heat removal formula. This course will ensure technicians master the calculations essential for optimizing systems and enhancing indoor comfort.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Common HVAC Formulas

Duration 3 hours

0 minutes

Interplay Learning - Compressor Starting Relays and Capacitors

This detailed course starts with an introduction to starting relays. It covers current relays, potential relays,

solid state potential relays, and PTC thermistor starting relays. It describes how a hard start kit works and when to use one. In the start capacitors lesson it covers why you should add one and how to replace a start capacitor. And finally, in the run capacitors lesson you will learn how run capacitors and start capacitors differ and how a run capacitor helps start and run a motor.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Compressor Starting Relays and Capacitors

Duration 2 hours

0 minutes

Interplay Learning - Compressors

The Compressor course zeros in on another fundamental component of an HVAC system, the compressor. Learn its basic functionalities: from its compression and intake strokes, to the maintenance of its valves. Within this course you will discover the many types of compressors, with a focus on reciprocating, scroll, hermetic and semi-hermetic. You will learn how to calculate compression ratios and their significance on a system. Finally, you'll realize the reality of lubrication, why it is so important and maintenance methods.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Compressors

Duration 2 hours

0 minutes

Interplay Learning - Confined Space Awareness

This course provides essential knowledge and skills for individuals working in or around confined spaces. You will gain a general understanding of the hazards associated with confined spaces, including atmospheric dangers, engulfment risks, and physical hazards. You will learn about the considerations needed for proper entry and exit procedures, including permit-to-work systems, atmospheric testing, and ventilation. Additionally, you will gain an understanding of what goes into rescue procedures, focusing on the use of appropriate equipment, effective communication, and the development of rescue plans.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Confined Space Awareness

Duration 1 hour

0 minutes

Interplay Learning - Contactors and Motor Starters

This course covers contactors, contactor troubleshooting, and motor starters. You will learn how to select the proper contactor based on the rating and the process of troubleshooting a faulty contactor. A motor starter is a contactor with an integrated overload protector. This course provides examples of motor starters and explores how they provide overload protection. Also includes extensive reference to multimeter usage.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Contactors and Motor Starters

Duration 2 hours

0 minutes

Interplay Learning - Controlling Your Speed

In this course we focus on driving speed. We'll learn that speeding is one of the greatest driving risks comparable to drunk and distracted driving. We'll learn that speeding is especially dangerous for commercial drivers piloting large vehicles over long distances. Then we'll discuss how speed is related to stopping distance. We'll cover the various ways to mitigate the risks of speeding and keep a safe driving distance during ideal and hazardous conditions.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Controlling Your Speed

Duration 1 hour

0 minutes

Interplay Learning - Copper Pipe Joining Methods Lab

Within the Copper Pipe Joining Methods Lab we will explore the copper joining methods based on soldering pressing applying a push-to-connect brazing flaring and compression. Within the scenario you will be guided with simulation-based steps for properly joining copper pipes and fittings within a learning lab environment. This course will have you learning the fundamentals of copper pipe joining methods before heading out into the field. You will also be reviewing the tools and safety precautions that are needed to complete these copper pipe joining methods.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No

Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Copper Pipe Joining Methods Lab

Duration 4 hours

0 minutes

Interplay Learning - Custom Air Handling Unit Preventative & Service Maintenance Assessment

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Custom Air Handling Unit Preventative & Service Maintenance Assessment

Duration 2 hours

0 minutes

Interplay Learning - Custom Air Handling Unit Preventive & Service Maintenance

Ongoing maintenance of the Air Handling Unit (AHU) is essential to the proper functioning of the CHVAC system. AHUs condition and distribute air throughout a commercial building. They move the required volume of air through an enclosed space while maintaining humidity and air cleanliness. A CHVAC engineer custom

designs each AHU for a specific application. So, the particular configuration will vary from space to space. However, certain maintenance requirements are common to all units. In this course, we will learn the types and frequency of AHU maintenance. We'll identify the most common signs of wear, and demonstrate procedures that prevent them from growing into major problems. We'll explain the risks of working with dirty filters, belts, and high voltages. We'll identify what steps the HVAC technician must take to stay safe. We'll apply these concepts by performing maintenance on a virtual air handler unit in a computer simulation.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Custom Air Handling Unit Preventive & Service Maintenance

Duration 3 hours

0 minutes

Interplay Learning - Dealing with Difficult Customers

In this course you will learn how to handle challenging customer interactions effectively. We will discuss the reasons behind customer frustration and discover techniques for de-escalation. These techniques include active listening empathy and problem-solving to build positive customer relationships. These skills will enhance your customer service and help you excel in your profession.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Dealing with Difficult Customers

Duration 1 hour

0 minutes

Interplay Learning - Diagnosing A/C Systems

The Diagnosing A/C systems course is a culmination of everything you have learned about air conditioning systems. Some new terminology will be introduced, that will help simplify the organized methods of troubleshooting you will be taught. These methods will equip you with the tools to methodically, and accurately, diagnoses a system. You will first review the characterizations of a normal system, which will enable you to recognize non-normal indications and correlate those indications to a faulty system component. After going through all the faulty component characteristics, you will practice everything you have learned and work through eleven, in depth example scenarios.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing A/C Systems

Duration 3 hours

0 minutes

Interplay Learning - Diagnosing Circuits: 3-Way Lighting

This course introduces multi-location light control to expand your skills and knowledge of electrical circuits and diagnosing faults. The setting is inside a residential dining room that has two 3-way switches at two entries into the room, and one of those switches is also a dimmer. Three-way light switching involves connecting two 'traveler' wires between the two switches so that either switch can turn the lights on or off independently. The scenarios in this course involve diagnosing why the lights and the receptacles might not be working properly.

In the course, you will face a variety of faults, such as travelers miswired to their switches, wires that have come loose from their terminals or that have damaged insulation that is causing a short circuit and circuit breaker tripping, and actual switch or receptacle damage that is preventing proper operation.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing Circuits: 3-Way Lighting

Duration 3 hours

0 minutes

Interplay Learning - Diagnosing Circuits: Simple Lighting & Receptacles

This 3D simulation, VR ready course provides opportunities to develop and practice troubleshooting skills for working with electrical wiring. The simulation is set in an office environment. The course is divided into two chapters. The first chapter contains a set of scenarios for diagnosing electrical problems at a light fixture, and the second chapter contains a set of scenarios for diagnosing electrical problems at a wall receptacle.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing Circuits: Simple Lighting & Receptacles

Duration 2 hours

0 minutes

Interplay Learning - Diagnosing Circuits: 3-Way Lighting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing Circuits: 3-Way Lighting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Diagnosing Circuits: Simple Lighting & Sockets Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing Circuits: Simple Lighting & Sockets Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Diagnosing Compressor Problems

The Diagnosing Compressor Problems course highlights some common causes of compressor failures, as it prepares to intricately delve into each one. Dynamic graphics depict slugging and flooding as liquid wreaks havoc on gaskets, rods, pistons, and valves. Review the compositions of air and suction cooled compressors as you discover the effects of flooding and signs of suction line frost using superheat. Learn how to diagnose and prevent flooded starts and blow by, as well as the signs and symptoms of an inefficient compressor, and how to fix it. Finally, learn how to methodically tear down a compressor and use Diagnostic and Corrective action charts.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Diagnosing Compressor Problems

Duration 1 hour

0 minutes

Interplay Learning - Dishwasher Troubleshooting

Repairing a dishwasher is one of the most common calls you'll receive. This simulation based course walks you through eight common problems, guiding you step by step on how to troubleshoot and repair each one. This course covers drain and power out, as well as faulty display board and door switch. This is a fun, interactive and effective way to learn how to fix a dishwasher.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no

Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Dishwasher Troubleshooting

Duration 2 hours

0 minutes

Interplay Learning - Dishwasher Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Dishwasher Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Dishwashers Overview

In this course on dishwashers, we'll start off with a couple lessons that identify the different components of dishwashers. After that we'll take a deeper dive into the different configurations and how dishwashers actually work. Dishwashers might seem like a simple appliance,

but there's actually quite a bit to them. This is a great course to introduce you to them and give you a general understanding.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Dishwashers Overview

Duration 2 hours

0 minutes

Interplay Learning - Distracted Driving

This course on Distracted Driving is designed to educate drivers on the dangers of distracted driving and to provide them with strategies to avoid distractions while driving. The lessons within will provide drivers with information on the different types of distractions, and tips on how to minimize or eliminate distractions while driving.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Distracted Driving

Duration 1 hour

0 minutes

Interplay Learning - Drain Cleaning Introduction and Equipment Types

In this Drain Cleaning Introduction and Equipment Types course you will explore the fundamentals of using various tools and equipment that are used in drain

cleaning including plungers augers water jetters and chemical cleaners. This course is designed to provide a thorough understanding of the mechanics behind each tool and how they effectively clean and maintain drain systems. You will also learn about important safety precautions associated with each type of equipment. By the end of this course you will have gained the confidence and expertise to tackle a wide range of drain cleaning challenges with the right equipment and techniques.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Drain Cleaning Introduction and Equipment Types

Duration 3 hours

0 minutes

Interplay Learning - Drain Cleaning Overview

Drain cleaning is an essential skill for all plumbers. This course begins with a brief video on drain cleaning safety, to make you aware of the types of hazards you may encounter on the job. Then you'll learn about drain cleaning equipment for small and large drain applications and the various tools you'll need to do the job properly. This course also teaches you how to find the location of a blockage and demonstrates a proper approach to clearing it.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Drain Cleaning Overview

Duration 2 hours

0 minutes

Interplay Learning - Drain Cleaning Procedures

In this course we're going to be learning one of the most essential skills of the plumbing trade: Drain Cleaning. Clearing a clog is a bit more involved than you may think; you need to ensure you're entering the piping system from the right place and that you're getting all of the clog, not just a part of it. In this simulation course, you'll be guided through the diagnostic process, learning how to determine where the clog is, and how to remove it. You'll explore individual fixture clogs, a branch connection clog, a stack clog, and even a main building drain clog.

Duration 5 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Drain Cleaning Procedures

Duration 5 hours

0 minutes

Interplay Learning - Drains

In this short course on drains, you're going to be learning about all the different types of drains you may encounter in residential and commercial settings. You'll gain an understanding of how each type of drain works in addition to the components and various applications. You'll first look at fixture drains, differentiating between lavatory, kitchen, tub and shower drains. Then, you'll move on to the function and application of roof and floor drains. This is a great introductory course that provides you with a general overview of plumbing drains. Have fun learning!

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Drains

Duration 1 hour

0 minutes

Interplay Learning - Ductwork Fabrication and Installation Overview

This course will provide an overview of the process behind fabricating and installing ductwork. Main topics will include tools and equipment, transitions, supply and return air, sealing, insulation, vents, filters, and registers.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Ductwork Fabrication and Installation Overview

Duration 1 hour

0 minutes

Interplay Learning - Effective Communication in the Workplace

Effective communication is a crucial skill in any workplace. It can lead to shared understanding, respect, and collaboration, increasing productivity, boosting employee engagement, reducing conflict, and building a healthy and happy workplace. This course is designed to help you develop your communication skills, both as a sender and receiver of information.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Effective Communication in the Workplace

Duration 1 hour

0 minutes

Interplay Learning - Electric Dryer Diagnostics

This simulation-based course walks you through step by step of how to diagnose and repair 14 common dryer problems that you may encounter on the job. You will work through various cases of malfunctioning electric dryers. This is a fun, interactive and effective way to learn how to fix an electric dryer.

Duration 10 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Dryer Diagnostics

Duration 10 hours

0 minutes

Interplay Learning - Electric Dryer Diagnostics Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Dryer Diagnostics Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Electric Furnace Troubleshooting

In this simulation based course, you'll discover how to troubleshoot and repair various components of electric furnace including electric resistance heater, heating and fan sequencer, blower motor, run capacitor, as well as safety switches. After you learn the troubleshooting process, you'll then have the opportunity to test your skills!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Furnace Troubleshooting

Duration 2 hours

0 minutes

Interplay Learning - Electric Furnace Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Electric Furnace Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Electric Motors

An introduction to motors used in residential and commercial settings. Learn about shaded pole motors, split phase motors, and three phase motors. This course also includes a section on the popular permanent split capacitor motor or PSC.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Motors

Duration 2 hours

0 minutes

Interplay Learning - Electric Range Troubleshooting

In this course you will take a look at some of the common service problems you'll run into with an electric range. You'll work through simulations that will guide you, step by step, and show you the proper way to diagnose various component failures including a faulty stove element, faulty broiler element, faulty stove switch, and a couple more. These appliances are relatively simple, but you need to make sure you're following the right procedure so you make the correct repair safely, and without any callbacks. This is a great course to have under your belt so you can be better equipped for appliance repair. Let's jump in and get started!

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Electric Range Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Electric Range Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Range Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Electric Water Heater Operation

This course introduces you to the components, setup, and function of electric water heaters. You'll start by learning about the anatomy of these three types of water heaters and conclude with how to maintain them. The course will cover thermostats, heating elements, and the sequence of operations commonly found in electric water heaters. Detailed videos and unique illustrations make this course appropriate for beginners and experienced technicians alike.

Duration 1 Hour 0 Minutes
Package Interplay Learning

NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Water Heater Operation

Duration 1 hour

0 minutes

Interplay Learning - Electric Water Heater Troubleshooting

In this course, you'll learn through a guided 3D simulation how to troubleshoot and repair various faults of an electric water heater. The three symptoms covered: no hot water, insufficient hot water, and a dripping relief valve, can be the result of several different component failures. You'll use a multimeter to test the wiring, a pressure gauge and a thermometer to diagnose the problems. After you learn the troubleshooting process, you'll then have the opportunity to test your skills!

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Water Heater Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Electric Water Heater Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electric Water Heater Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Electrical Commissioning

In Electrical Commissioning, you will perform some critical final electrical checks and then get to turn your system on! You use a digital multimeter (DMM) to check for continuity and confirm the identity of the two pairs of wires coming from the array into the inverter. You also check for proper polarity and safety voltage. Finally, you finish your electrical tests using a megohmmeter to confirm that none of your array conductors have compromised insulation that could lead to a ground fault later on. Then you proceed to connect the array conductors to their terminals in the inverter dc switch, and then systematically energize the AC components, beginning with removal of the lockout device on the solar breaker and ending with turning on the inverter.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Commissioning

Duration 2 hours

0 minutes

Interplay Learning - Electrical Devices

This course covers three electrical devices that are very likely to be encountered on electrical-related service calls - receptacles, circuit breakers, and light switches. You'll learn the function and features of the electrical devices, relationships among them, how the devices respond to electrical problems, and how to address issues involving them. After completing this course, you'll have a greater understanding of the devices that facilitate electrical flow.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Devices

Duration 2 hours

0 minutes

Interplay Learning - Electrical Installation

In this course, you will get an introduction to electrical safety required by OSHA in regards to electrical installation. Followed by learning how to interpret the code. This course will also cover the general installation process and the theory behind building an electrical system in a wooden, steel and concrete structure.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Installation

Duration 2 hours

0 minutes

Interplay Learning - Electrical Panels: Components and Safety

This Electrical Panels course provides an introduction to the major components of electrical panels and provides safety information for the technician working with them. You will learn about the role of each component and how they contribute to the safety of the occupants of the building where it is installed.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Panels: Components and Safety

Duration 2 hours

0 minutes

Interplay Learning - Electrical Safety

This Electrical Safety course will prepare you with the essential knowledge necessary to stay safe in the electrical field. The course begins with an overview of OSHA (Occupational Safety and Health Administration), which oversees jobsite safety standards and inspections, followed by a review of dangers of electrical work and the effects those dangers have on the body. Next, you will learn about what personal protective equipment to wear while working and how it is the last line of defense against injury. Finally, electrical safety best practices will be presented. You'll learn about safe techniques and tools that will help to eliminate potential dangers.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Safety

Duration 3 hours

0 minutes

Interplay Learning - Electrical Safety - NFPA70-E

This Electrical Safety course will prepare you with the essential knowledge necessary to stay safe in the electrical field. The course begins with an overview of OSHA (Occupational Safety and Health Administration), which oversees jobsite safety standards and inspections, followed by a review of dangers of electrical work and the effects those dangers have on the body. Next, you will learn about what personal protective equipment to wear while working and how it is the last line of defense against injury. Next, electrical safety best practices will be presented. You'll learn about safe techniques and tools that will help to eliminate potential dangers. Finally, we will dive deep into NFPA-70E, define it's terms, cover warning labels, required PPE, and how to establish an electrically safe work condition.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Safety - NFPA70-E

Duration 3 hours

0 minutes

Interplay Learning - Electrical Safety Assessment & Hazard Recognition - Commercial Jobsite

In this course, you will learn the correct methods of navigating and operating at a commercial site as well as the proper PPE that is required. You will also identify and prevent the most common commercial electrical hazards and learn some of the related electrical design and commercial standards.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Electrical Safety Assessment & Hazard Recognition - Commercial Jobsite
Duration 1 hour

0 minutes

Interplay Learning - Electrical Safety Assessment & Hazard Recognition - Construction Jobsite

In this course, you will learn the correct methods of navigating and operating at a construction site and the proper PPE that is required. You will also identify and prevent the common construction electrical hazards, as well as learn some of the related electrical design and construction standards.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Electrical Safety Assessment & Hazard Recognition - Construction Jobsite
Duration 1 hour

0 minutes

Interplay Learning - Electrical Tools

This Electrical Tools course presents three tools frequently used by electrical and HVAC technicians and facilities maintenance professionals: multimeter, non-contact voltage tester, and receptacle tester. The features, functions, and common uses of each tool are presented. The non-contact voltage tester and receptacle tester lessons include instruction on how to use those tools.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Electrical Tools

Duration 2 hours

0 minutes

Interplay Learning - Electrical Transformer Load Calculations

In this course we'll learn about calculating electrical transformer loads to ensure the safe and efficient distribution of electricity. We'll first understand about how load results help adjust electrical distribution and voltage at every stage of the grid. We'll also learn how load results help select the appropriate transformer equipment wiring and overcurrent protection. Next we'll discuss the differences and characteristics between single and three-phase transformers. Finally we'll familiarize ourselves with commonly used calculations for sizing electrical transformers and overcurrent protection based on electrical codes and tables provided by the National Electric Code or the NEC.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Electrical Transformer Load Calculations

Duration 2 hours

0 minutes

Interplay Learning - Electrical Welcome Assessment

The Electrical Welcome Assessment is a multiple choice exam that will test you on all areas of Electrical knowledge. The results of this assessment will show you, in great detail, the areas of Electrical skills in which you are strong, and areas in which you need work. Don't

worry, though, we have great training that will teach you everything you need to know, and covering everything that is included in the Electrical Welcome Assessment.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrical Welcome Assessment

Duration 1 hour

0 minutes

Interplay Learning - Electrically Safe to Work Procedures

In this intermediate course on Electrically Safe to Work Procedures, we will explore the tasks and requirements of establishing safe work conditions while working with electricity. With each scenario, you will be guided with realistic steps of evaluating personal protective equipment based on warning labels and work orders. You will also be directed to the specific articles of code from NFPA-70E, which is the standard for electrical safety in the workplace.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Electrically Safe to Work Procedures

Duration 3 hours

0 minutes

Interplay Learning - Emergency Response

By the end of this course, you will have a better understanding of the kinds of emergencies you may encounter in the workplace and the kinds of emergency

preparation and response you and your employer should have in place. You will learn some key emergency management concepts, definitions, and authorities as they are used by skilled tradespeople. You will have the knowledge and tools to start relating emergency response standards to your organization's specific circumstances, hazards, and requirements.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Emergency Response

Duration 1 hour

0 minutes

Interplay Learning - EMT Conduit Bending

Learn how to measure, cut, ream, and bend Electrical Metallic Tubing (EMT) conduit. In this course you'll learn how to measure the run using the ceiling and walls to determine the overall length of conduit you need. Then you'll learn how to adjust for shrink and/or gain in order to cut the correct length of conduit. And finally, you'll get to bend four common angles including a 90, an offset, a 90 and an offset, and a back to back bend.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EMT Conduit Bending

Duration 3 hours

0 minutes

Interplay Learning - EMT Installation: Boxes and Conduit

Learn how to install junction boxes, connectors, bent conduit pieces, and straps onto a concrete wall. In this course you'll learn how to install each item step by step and then you'll get to try it on your own. For each item refer to the detailed electrical drawing, measure and mark where it should go on the wall, drill holes, and install.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EMT Installation: Boxes and Conduit

Duration 2 hours

0 minutes

Interplay Learning - EPA Section 608 Prep Course: Chart Applications & Test Prep

This course is designed to demonstrate how both the Temperature Pressure Chart and Leak Repair Chart are used on the EPA 608 Exam. There are also practice tests designed to replicate the EPA 608 Exam that can be taken multiple times in preparation.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EPA Section 608 Prep Course: Chart Applications & Test Prep

Duration 2 hours

0 minutes

Interplay Learning - EPA Section 608 Prep Course: Core

The Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on appliances and systems that contain regulated refrigerants. This is the first of four courses that can help you prepare for certification. The core exam is required for any type of EPA 608 certification you go for. This course will help you prepare for the core exam, by covering topics such as the Clean Air Act, Montreal Protocol, ozone depletion, and refrigerant identification, blends, handling, and safety.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EPA Section 608 Prep Course: Core

Duration 2 hours

0 minutes

Interplay Learning - EPA Section 608 Prep Course: Type I

Type I of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on small appliances such as refrigerators and small window air conditioning units. This is the second of four courses that can help you prepare for EPA Section 608 certification. This course covers recovery requirements, recovery techniques, and safety measures for small appliances.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EPA Section 608 Prep Course: Type I

Duration 2 hours

0 minutes

Interplay Learning - EPA Section 608 Prep Course: Type II

Type II of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on high pressure systems such as heat pumps and convenience store refrigerators. This is the third course of four that can help you prepare for this certification. This course covers leak detection, recovery requirements, recovery techniques, refrigeration, and safety.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EPA Section 608 Prep Course: Type II

Duration 2 hours

0 minutes

Interplay Learning - EPA Section 608 Prep Course: Type III

Type III of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on low-pressure systems such as chillers. This is the final course out of four that can help you obtain this certification. This course begins with a review of the material from the core exam, and then covers leak detection, recovery requirements, recovery techniques, refrigeration, and safety.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
EPA Section 608 Prep Course: Type III

Duration 2 hours

0 minutes

Interplay Learning - Evaporators and Condensers

With the physics, terminology, and basic understanding of an HVAC system, it is time to focus on two very important components: the evaporator and condenser. Although they hold many similarities, they are very different, and play distinct roles in the system. The course starts out with the evaporator, introducing its functions, some new terminology, and methods for quantifying its performance, such as superheat and delta T. Next learn about the condenser functions and its quantifiers, subcooling and condenser split, and what those values translate to in the system. Some maintenance techniques are explored as well, such as coil cleaning and diagnosing mineral deposits.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Evaporators and Condensers

Duration 2 hours

0 minutes

Interplay Learning - Exterior Finishing Roofs - Asphalt Shingles

Have an interest in installing asphalt shingles, then this is the course for you! In this course you'll learn where finishing a roof fits into the overall construction process. You'll also learn about safety requirements, the tools and materials needed, followed by some common terms and techniques used for roofing. Lastly, you'll learn the steps on how to install asphalt shingles on a roof. We hope you enjoy this course!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Exterior Finishing Roofs - Asphalt Shingles

Duration 2 hours

0 minutes

Interplay Learning - Exterior Finishing Walls: Vinyl Siding

In this course you'll learn all about vinyl siding including tools, vinyl materials, safety requirements, and techniques used for installation. Then you'll get to install horizontal vinyl siding on the exterior wall of a house in the simulation.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Exterior Finishing Walls: Vinyl Siding

Duration 2 hours

0 minutes

Interplay Learning - Exterior Finishing: Decks

Learn how to build a single level deck for a house. In this course you'll learn about the framing parts that make up a deck and how they fit together. You'll learn about the tools and materials you need along with safety procedures when building a deck. Then you'll get to head to the backyard of the house in the simulation and build a deck!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Exterior Finishing: Decks

Duration 2 hours

0 minutes

Interplay Learning - Facilities Maintenance Welcome Assessment

The Facilities Maintenance Welcome Assessment is a multiple choice exam that will test you on all areas of Facilities Maintenance knowledge.
The results of this assessment will show you, in great detail, the skills in which you are strong and areas in which you need work.
Don't worry though - we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.

Duration 0 Hours 30 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Facilities Maintenance Welcome Assessment

Duration 0 hours

30 minutes

Interplay Learning - Fall HVAC Maintenance Procedures

In this intermediate course on Fall HVAC maintenance, topics such as verifying proper fuel input in gas furnace, burner inspection, carbon monoxide testing, airflow testing, and vent connector inspection will be covered. With each scenario, you will be guided with realistic steps of interaction to complete the maintenance procedures.

Duration 5 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Fall HVAC Maintenance Procedures

Duration 5 hours

0 minutes

Interplay Learning - Fan Coil Unit Troubleshooting

Are you curious about troubleshooting fan coil units? This is the course for you! First you'll learn the safety requirements that must be followed. Followed by the tools and materials used in fan coil unit troubleshooting. You'll then get to walk through 7 different scenarios on diagnosing and repairing common faults associated with fan coil units. Lastly you'll get to apply what you've learned in the course simulations. We hope you enjoy this course!

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Fan Coil Unit Troubleshooting

Duration 4 hours

0 minutes

Interplay Learning - Fatigue Management

Fatigue is more than just being tired. It's a condition that has many factors that can have negative effects on your mental, physical, and emotional well-being. It can affect your performance at work and how you interact with your coworkers. This course will explain what are contributing factors of fatigue, the impact it might have on you, and ways to manage it.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Fatigue Management

Duration 1 hour

0 minutes

Interplay Learning - Faucet Repairs

Faucet Repairs delivers a step-by-step guide on how to repair a dripping drizzling or running faucet whether it's a cartridge faucet a ceramic disk faucet a ball style faucet or a compression faucet. Delve into the best practices for repairing faucets including ways to avoid callbacks from customers. This course is for learners who already have a solid plumbing background and are starting to repair faucets.

Duration 3 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Faucet Repairs

Duration 3 hours

Interplay Learning - Fire Alarm System Installation

In this lab, you will put into practice the knowledge and concepts from Introduction to Fire Alarm Systems. Using interactive simulations, which give you feedback at each step along the way, you will visit the virtual law firm of Smithers & Abebe, which is expanding into the 3rd floor of the 3-story office building they occupy. You will install fire alarm system components professionally and "up to code."

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Fire Alarm System Installation

Duration 2 hours

0 minutes

Interplay Learning - Fittings and Valves

Fittings and valves play a vital role in a well function plumbing system. In order to properly install pipes, and to ensure that the system is safe, you need to know which connection part you're going to use. You'll begin this course exploring all of the different pipe fittings, including elbows, branches and couplings, as well as learn the proper application for each. After this, you'll move on to valves, where you'll gain understanding of how each valve works when to use them. This is an essential course to further your knowledge on plumbing piping systems!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Fittings and Valves

Duration 2 hours

0 minutes

Interplay Learning - Fluid Cooler Preventive Maintenance

Visually inspect a fluid cooling tower and its components for issues that need to be addressed for the upcoming seasonal maintenance. First, you'll learn how a fluid cooler normally operates and what to look for during a preventive maintenance check. Then you'll inspect the water basin and its components, the spray pump system, coil, and the fans.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Fluid Cooler Preventive Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Fluid Cooler Seasonal Maintenance

Learn how to perform a seasonal maintenance procedure on a de-energized fluid cooler. In Fluid Cooler Preventive Maintenance Checks you noted items that needed to either be cleaned or fixed. In this simulation you'll get to actually clean and fix those items.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Fluid Cooler Seasonal Maintenance

Duration 1 hour

0 minutes

Interplay Learning - Foundations of PV

The Foundations of PV course is for those just starting out in the industry, who wish to gain a deeper and broader foundational knowledge about all aspects of modern solar photovoltaics. We explore the early and recent history of the field, and explain in detail the wide range of applications of solar technology, both off the grid and connected to utility power, including a clear explanation of where and how the current explosive growth in grid-connected systems started. You will also become familiar with all the key electrical components of various PV solutions, and how they work together to give power day and night, including the emerging trend for battery storage.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no

Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Foundations of PV

Duration 1 hour

0 minutes

Interplay Learning - Framing - A Trussed Rafter Roof

Learn about trussed rafters and how a trussed rafter roof is constructed. In this course you'll learn the major framing members of a trussed rafter system and the bracing used to safely install trusses on a gable shaped roof.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Framing - A Trussed Rafter Roof

Duration 1 hour

0 minutes

Interplay Learning - Framing: Exterior Walls, Windows, and Doors

In this course you'll learn how to build the exterior wall of a house using the platform framing construction method. First, you'll learn how framing a wall fits into the overall construction process, the construction methods used for building them, and how to stay safe when framing walls. Then in the simulation you'll get to build and install the framing for the front wall of a house in three sections: a wall section, a door section, and a window section.

Duration 4 Hours 0 Minutes

Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Framing: Exterior Walls, Windows, and Doors

Duration 4 hours

0 minutes

Interplay Learning - Framing: Floors

In this course you'll learn how to construct a wooden floor frame from sill plate to sheathing. First, you'll learn about different types of floor frames, the tools and materials needed, and how to stay safe while building a floor frame. Then in the simulation you'll get to build the sill plate, rim joist, beam, install floor joists and hangers, build a knockout for the stairs, and install sheathing on top of a basement foundation.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Framing: Floors

Duration 4 hours

0 minutes

Interplay Learning - Fundamental Electrical Concepts

This Fundamental Electrical Concepts course lays the foundation for all other electrical courses by explaining the origins of the major fundamental electrical concepts in simple terms and how they relate to one another.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Fundamental Electrical Concepts

Duration 3 hours

0 minutes

Interplay Learning - Garbage Disposal Troubleshooting

In this course on Garbage Disposal Troubleshooting, we will explore the troubleshooting and replacement tasks of a garbage disposal. With each scenario, you will be guided with simulation based steps to check for key signs of different inoperable states that may occur with the garbage disposal system. From electrical and mechanical failures to eventual replacement, you will learn and participate with the important troubleshooting procedures to its completion.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Garbage Disposal Troubleshooting

Duration 2 hours

0 minutes

Interplay Learning - Gas Boiler Troubleshooting

Solve for over 20 common service faults associated with a typical residential gas boiler including circulator, burner and electrical problems.

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Gas Boiler Troubleshooting

Duration 6 hours

0 minutes

Interplay Learning - Gas Boiler Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Boiler Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Gas Furnace Commissioning Overview

A brief overview of residential gas furnace commissioning and operational checks. This course will provide an overview of the procedures used to evaluate the overall quality of a newly-installed gas furnace, with emphasis on gas supply, proper venting and condensate removal, electrical wiring and connections, and the start up procedures.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Gas Furnace Commissioning Overview

Duration 1 hour

0 minutes

Interplay Learning - Gas Furnace Troubleshooting

Learn to troubleshoot a typical residential gas furnace (80% mid efficiency) surrounding over 20 life like service calls surrounding burners, safety switches and motor operations.

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Furnace Troubleshooting

Duration 6 hours

0 minutes

Interplay Learning - Gas Furnace Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Furnace Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Gas Rooftop Refrigeration Troubleshooting

Learn how to troubleshoot a couple refrigeration issues on a gas rooftop unit. In this short course you'll diagnose a few low pressure and high pressure refrigeration issues using your tools and a pressure temperature chart. You'll learn the signs of a bad compressor and find a leak on a gas rooftop unit.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Rooftop Refrigeration Troubleshooting

Duration 2 hours

0 minutes

Interplay Learning - Gas Rooftop Refrigeration Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Gas Rooftop Refrigeration Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Gas Water Heater Operation

This course introduces you to the components, setup, and function of gas water heaters. You'll start by learning about gas piping, go on to discuss venting and wrap-up by describing the common controls associated with this type of water heater. The engaging and informative videos make this course useful for those just starting off in the industry as well as more seasoned professionals.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Water Heater Operation

Duration 2 hours

0 minutes

Interplay Learning - Gas Water Heater Troubleshooting

In this simulation based course, you'll discover how to troubleshoot and repair a gas water heater. This course looks at three common symptoms of a faulty unit: no hot water, insufficient hot water, and water that's too hot. With each symptom, there are several scenarios you'll go through in order to diagnose different failed components. Through guided steps and realistic interactions, you'll have fun learning how to find and fix just about any issue you'd encounter!

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Water Heater Troubleshooting

Duration 6 hours

0 minutes

Interplay Learning - Gas Water Heater Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Gas Water Heater Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Geothermal Heat Pump Introduction

In this Geothermal Heat Pump Introduction course we will explore the concepts of the geothermal heat pump system. We will also take a look at the core components that are included within the geothermal heat pump. As we enter into the simulation lesson you will be guided with simulation based steps demonstrating the sequence of operations for this system. This course will have you

learning the basic fundamentals of geothermal heat pumps as well as the safety precautions needed when working on these types of heat pumps.

Duration 2 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Geothermal Heat Pump Introduction

Duration 2 hours

Interplay Learning - Getting Started with Category 1 Boilers

In this course we will guide you through the fundamental concepts of Category 1 boilers using a 3D model to visualize the major components and operational processes. Additionally you will gain valuable insights from the instructor's real-world experiences working in the field enriching your understanding of the subject matter.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Getting Started with Category 1 Boilers

Duration 1 hour

0 minutes

Interplay Learning - Getting Started with Flushometers

This introductory video course will provide you with prerequisite knowledge that covers types of flushometer valves advantages of flushometer valves and a look at both the external and internal components of

flushometers. After watching this course you'll have an understanding of all the major components and how they work together.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Getting Started with Flushometers

Duration 1 hour

0 minutes

Interplay Learning - Grounding and Bonding

Proper grounding and bonding in electrical systems helps to ensure the safety of people and property. This course introduces the learner to the fundamentals of grounding and bonding, including the concepts and components of grounding and bonding. It covers how grounding and bonding work together to help ensure safety and the importance of conforming to the standards outlined in Article 250 of the NFPA 70®, National Electrical Code® (NEC®). A final chapter covers what can go wrong along with maintenance guidelines to prevent and avoid grounding and bonding issues.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Grounding and Bonding

Duration 2 hours

0 minutes

Interplay Learning - Hand and Power Tool Safety

This course on Hand and Power Tool Safety is designed to give learners a better understanding of hand and power tool safety protocols to prepare them for working with these tools in the field. Contents include: tool types, energy sources, maintenance guidelines, usage regulations, and operator best practices on the job site.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Hand and Power Tool Safety

Duration 1 hour

0 minutes

Interplay Learning - Hand Tools for Plumbing Work

This course will introduce learners to basic hand tools required for residential and commercial plumbing work across various tasks. We will orient you to their basic characteristics when they are used and how they are utilized on the job site. We will identify tool users' health and safety risks and how to ensure safety procedures are followed. Finally we will identify key plumbing tasks and the hand tools best suited for each.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Hand Tools for Plumbing Work

Duration 2 hours

0 minutes

Interplay Learning - Hangers and Supports

What keeps pipes secured in place against walls and ceilings, or even hanging down from the beams? The answer is hangers and supports! In this course we're going to be learning about the pipe supports behind every plumbing system. This course explores the various components of piping supports, including struts, all threads, hangers, clamps and hanger attachments! You'll learn how each type is attached as well as the way they work. In addition to that, you'll identify the key attributes that make certain pipe supports better suited for the individual application. By the end of this course, you'll have the knowledge necessary to determine what kind of support system is needed for the pipes you're working with, whether commercial or residential. Let's get started!

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Hangers and Supports

Duration 1 hour

0 minutes

Interplay Learning - Hazard Communications

This course is designed to help reduce accidents related to hazardous materials. This course will help participants better understand hazards in the workplace, how to identify hazardous materials, and how safety measures are communicated. Participants will learn about Hazard Communication, which is a set of processes, knowledge, and tools that can protect workers from the dangers of chemicals in the workplace.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Hazard Communications

Duration 1 hour

0 minutes

Interplay Learning - Hazard Identification and Risk Assessment

Hazards and risks are inherent in the workplace but there are ways to mitigate them to prevent accidents injuries and illnesses. This beginner safety video course will introduce employees to types of hazards they may encounter in the workplace and help them establish a systematic way to manage risk. Learners will discover how to gather information and data to guide risk assessments. They will also explore how to identify safety health and emergency hazards and how to prevent them. Learners will also gain insight into establishing an investigation plan conducting a hazard evaluation and applying the hierarchy of controls to risk mitigation strategies.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Hazard Identification and Risk Assessment

Duration 1 hour

0 minutes

Interplay Learning - Hazardous Driving Conditions

In this course, we'll review some of the hazardous driving conditions you will surely encounter as a professional driver. By reviewing these hazards, you will train your mind to prepare for these hazards, identify them, and react effectively.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available

Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Hazardous Driving Conditions

Duration 1 hour

0 minutes

Interplay Learning - Heat Pump Troubleshooting (Residential)

Heat pumps are more popular than ever and this course will familiarize you with the most common service problems including bad reversing valves, emergency heat relays and motor diagnostics.

Duration 8 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Heat Pump Troubleshooting (Residential)

Duration 8 hours

0 minutes

Interplay Learning - Heat Pump Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Heat Pump Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Heat Stress Recognition and Prevention

This course will discuss how extreme heat affects the body, heat-related stress, the illnesses and disorders associated with it, and each disorder and illness' signs and symptoms. Learners will describe how to prevent heat-related stress and treatments associated with it, as well as various control measure methods, safe work practices, and documentation of incidences.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Heat Stress Recognition and Prevention

Duration 1 hour

0 minutes

Interplay Learning - Heating and Cooling Load Calculations

Heating and cooling load calculations ensure that homes have the correct size of HVAC equipment. The Manual J formula has been used to calculate residential loads for decades. Technicians note characteristics of the house and plug them into a formula. They used to spend a lot of time plugging numbers into equations and solving them. In recent years Manual J software has eliminated the need for human math. In this course we'll use Interplay Learning's 3D simulation technology to perform residential load calculations. We'll calculate the conductive convective and latent loads of three houses.

We'll identify the measurements and formulas required to calculate the heat gain and heat loss in BTUs. We'll define each house's thermal envelope. We'll measure the surface area U-value and design temperature difference. We'll check for insulation and find the R-value of the insulation. We'll check for air leakage around the thermal envelope and duct work. Finally we'll put all these numbers into Manual J software and let it calculate the load for us.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Heating and Cooling Load Calculations

Duration 3 hours

0 minutes

Interplay Learning - High Efficiency Boiler Troubleshooting

In this intermediate course on High Efficiency Boiler Troubleshooting, we will explore the troubleshooting tasks of the high efficiency boiler system. With each scenario, you will be guided with realistic steps of interaction to complete the procedures for how to inspect defects and faults through measurements from different error codes.

Duration 5 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
High Efficiency Boiler Troubleshooting

Duration 5 hours

0 minutes

Interplay Learning - High Efficiency Boiler Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
High Efficiency Boiler Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Hot Work

Welding, brazing, and other work that can create sparks are a fire hazard. In this course, you will learn about the hazards, safety precautions, responsibilities, and emergency procedures associated with hot work.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Hot Work

Duration 1 hour

0 minutes

Interplay Learning - How Does Plumbing Work?

Knowing the basics of how plumbing works is essential in order to understand the more complicated topics. In this course, you'll discover the two different plumbing systems, how they work, and how they're set up in a building. You'll also learn about the "why" behind the design of these systems, which will help you to grasp more advanced topics later on. This is a great introductory course to get you started with plumbing!

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
How Does Plumbing Work?

Duration 1 hour

0 minutes

Interplay Learning - How to Use a Multimeter

A multimeter is an important tool for troubleshooting and measuring the overall performance of an electrical circuit or machine. It is designed to combine several different electrical meters all into one tool. This course covers each of the common settings on a multimeter such as voltage, resistance, amperage, diodes, and capacitance. It includes video demonstrations from your instructor Tim Smith and a virtual lab simulation where you can use a multimeter to test your skills.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
How to Use a Multimeter

Duration 2 hours

0 minutes

Interplay Learning - HVAC Cooling Components

This course explores the various parts commonly needed during the cooling season for an HVAC system. This includes an introduction to cooling motors along with the major components of cooling systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - HVAC Cooling Components

Duration 2 hours

0 minutes

Interplay Learning - HVAC Ducting and Airflow

Learn about the ventilation parts of an HVAC system. This course covers the ductwork, fans, grilles, and registers used to create proper airflow in a house. This is a beginner's course that focuses on the materials that make up the ventilation system and improve indoor air quality.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Ducting and Airflow

Duration 2 hours

0 minutes

Interplay Learning - HVAC Heating Components

This course explores the various parts commonly needed during the cooling season for an HVAC system. This includes an introduction to heating motors the major components of both gas furnaces and hydronic systems and electrical and safety controls.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - HVAC Heating Components

Duration 2 hours

0 minutes

Interplay Learning - HVAC Maintenance

A well-maintained HVAC system ensures peak efficiency. Annual maintenance such as cleaning, voltage checks, condensate removal, and burner inspections are required to achieve maximum efficiency and avoid major issues. This course covers the maintenance needed on air conditioning systems and heating systems, both forced air and hydronic.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Maintenance

Duration 2 hours

0 minutes

Interplay Learning - HVAC Motors

An introduction to motors used in residential and commercial settings. Learn about shaded pole motors, split phase motors, and three phase motors. This course also includes a section on the popular permanent split capacitor motor or PSC.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Motors

Duration 2 hours

0 minutes

Interplay Learning - HVAC Safety Basics

Always work with a safety first mindset! In the HVAC field you will encounter high voltage electricity, combustible gases, metal fabrication, and ladders. This course covers HVAC best practices and procedures on fire safety, personal protective equipment, ladder usage, electrical circuits, and shock risk, as well as, Lockout/Tagout procedures.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Safety Basics

Duration 1 hour

0 minutes

Interplay Learning - HVAC Supplies

This course covers the things that aren't considered major parts but play a major role. It explores different

kinds of thermostats, what a condensate pump does, common installation supplies, and the materials needed to braze line sets. This is a great course for understanding the little things that make up a whole HVAC system.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Supplies

Duration 2 hours

0 minutes

Interplay Learning - HVAC System Parts

This is a beginner's course on what happens inside an HVAC unit. It begins with four major refrigeration parts: the compressor, condenser, metering device, and evaporator. Then it covers the major heating parts and what each one does. And, at the end it illustrates what happens inside a heating pump during the heating and cooling mode.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC System Parts

Duration 1 hour

0 minutes

Interplay Learning - HVAC Systems

This course is an introduction to common HVAC systems that heat or cool a structure. It explains how specific systems work including heat pumps, mini-splits, packaged units, electric furnaces, and window air

conditioning units. It also covers the differences between some of these systems and their efficiency in certain climates. This course is great for someone who's new to HVAC and wants to learn more about different HVAC systems.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Systems

Duration 1 hour

0 minutes

Interplay Learning - HVAC Technicians

Wonder what it's like to be an HVAC technician? In this course you'll explore what an HVAC technician does, the certifications they have to obtain, and the conditions they have to put up with. Then you get to be an HVAC technician for a day with a 3D simulation featuring a morning, afternoon, and evening service call.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Technicians

Duration 2 hours

0 minutes

Interplay Learning - HVAC Welcome Assessment

The HVAC Welcome Assessment is a multiple choice exam that will test you on all areas of HVAC knowledge.

The results of this assessment will show you, in great detail, the areas of HVAC skills in which you are strong, and areas in which you need work.
Don't worry, though, we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.

Duration 0 Hours 30 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
HVAC Welcome Assessment

Duration 0 hours

30 minutes

Interplay Learning - Incident Management

Explore the fundamentals of Incident Management in this course. Learn the essential principles of incident management including strategies procedures and resources outlined in incident management plans. Understand how to identify categorize prioritize respond to incidents and ultimately bring closure to an incident. Delve into the critical activities of incident closure such as conducting investigations documenting processes complying with regulations analyzing lessons learned and conducting post-incident meetings for continuous improvement.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Incident Management

Duration 1 hour

0 minutes

Interplay Learning - Industrial Factory Exhaust Fan Maintenance and Repair

A well-working exhaust fan is essential to the functioning of the entire CHVAC system. Fans are one of the most reliable components of a CHVAC system. Still it's important to have an ongoing schedule of preventive maintenance for exhaust fans. In this course we will learn the maintenance that a technician should perform on a centrifugal backward inclined exhaust fan. We will learn to recognize the most common signs of wear and tear and what steps to take to prevent them from growing into major problems. We will learn the risks of working with fast moving blades and high voltages and what steps the HVAC technician must take to stay safe. We apply the concepts we learn by conducting various maintenance and repairs on a virtual exhaust fan.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Industrial Factory Exhaust Fan Maintenance and Repair

Duration 4 hours

0 minutes

Interplay Learning - Industrial Lubricants and Lubrication Introduction

This course provides a look into the world of industrial lubricants and their critical role in enhancing the performance and longevity of mechanical systems. Learners will gain a comprehensive understanding of what industrial lubricants are their primary functions and their main applications. The course covers the types and properties of various lubricants including liquid semi-solid and solid forms and how to select the appropriate lubricant for specific applications. Key topics include the science of friction and its relationship to lubrication the importance of viscosity and the role of additives and synthetic lubricants. Learners will understand how to effectively control friction wear heat

and contamination in machinery as well as the benefits of a proper lubrication program. The course also covers practical aspects of lubrication such as manual and automatic application methods proper storage techniques to prevent contamination and best practices for maintaining lubricant health.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Industrial Lubricants and Lubrication Introduction

Duration 1 hour

Interplay Learning - Interior Finish and Trim

Ever wondered what the process is for installing interior trim? Well, this is the course for you! The aim of this course is to show you were installing trim fits into the overall construction process. We'll explore safety tips, the materials and tools used, cutting methods and terms followed by the interior finish and trim install process. Then you'll move on to the exciting part which is the simulation that will give you a chance install door casing, window casing and the baseboard. Enjoy the course!

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interior Finish and Trim

Duration 3 hours

0 minutes

Interplay Learning - Interior Finishing Floors: VCT Tile and Sheet Vinyl

In this course you'll learn about VCT tile and sheet vinyl flooring and the tools you'll need to install them. Then you'll get to install VCT tile in the kitchen and sheet vinyl in the bathroom.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interior Finishing Floors: VCT Tile and Sheet Vinyl

Duration 3 hours

0 minutes

Interplay Learning - Interior Finishing: Drywall

Learn how to install horizontal drywall panels and then tape and mud the seam. First you'll learn about the tools and materials you'll need for drywall construction and how to stay safe on the job. Then you'll learn about the techniques used for installing drywall panels horizontally on a wall. And finally, you'll get to install drywall in a house in the simulation.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interior Finishing: Drywall

Duration 2 hours

0 minutes

Interplay Learning - Intro to Chillers

Chillers can be air or water cooled and generate chilled water which is used to provide air conditioning in buildings. They are typically large in size and located in basements or rooftops. In this course you will learn about water chillers, chiller compressors, condensers, and absorption chillers.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Chillers

Duration 2 hours

0 minutes

Interplay Learning - Intro to Commercial and Light Commercial Equipment

The world of commercial and light commercial HVAC system includes a wide array of equipment types, applications, and accessories. In this course we will provide an overview of packaged units, split systems, ductless, and PTAC units. Within each lesson you will learn the essentials of system operation, accessories used in those systems, and where those systems are used in the real world.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Commercial and Light Commercial Equipment

Duration 2 hours

0 minutes

Interplay Learning - Intro to Electrical Code

In this Introduction to Electrical Code course, you will learn about the National Electrical Code, which is a set of guidelines that covers the best ways to do electrical work in residential and commercial settings. This course focuses on residential guidelines, beginning by explaining where to place wall receptacles, ground fault protection as well as AFCI retrofitting. You will then go through the specific requirements for each room, including the living room, laundry room and garage. Finally, you will learn how the code varies across the country as well as how to navigate these differences.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Electrical Code

Duration 3 hours

0 minutes

Interplay Learning - Intro to Fire Safety and Portable Fire Extinguishers

Intro to Fire Safety and Portable Fire Extinguishers" is designed to increase learners' awareness of the chemistry behind creating and eliminating a fire, the different classifications of fire, the most common fire hazards present within the workplace, best practices for fire prevention, the key components of a portable fire suppression equipment, how to perform a fire extinguisher inspection, and guidelines for evacuating to safety.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Fire Safety and Portable Fire Extinguishers

Duration 1 hour

0 minutes

Interplay Learning - Intro to Heat Pumps

This course is an overview of how heat pumps work and what makes them different from air conditioning. It covers piston type heat pumps and heat pumps with a thermostatic expansion valve.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Heat Pumps

Duration 1 hour

0 minutes

Interplay Learning - Intro to HVAC Mechanical Code Regulations

Introduction to Mechanical Code is an overview of the International Mechanical Code (IMC) requirements for residential HVAC equipment installation. It focuses on plumbing, electrical and various other codes and industry standards used to properly and safely install HVAC equipment.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to HVAC Mechanical Code Regulations

Duration 1 hour

0 minutes

Interplay Learning - Intro to Washers and Dryers

In this course, we'll start off with a couple lessons that identify the various components of the appliances before we delve into the different configurations available and their actual operation. Washers and dryers may seem like simple appliances, but they actually have quite a bit going on to make sure that they function properly. This is a great course to introduce you to them and provide you with a general understanding.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Intro to Washers and Dryers

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Arc Welding

This introductory video course on arc welding will equip beginners and intermediate welders with a deep understanding of essential welding knowledge skills and safe practices. This course provides a comprehensive introduction to standard welding terms and concepts ensuring learners are well-versed in key terms and concepts foundational to mastering the art of welding. From here we delve into the major types of arc welding: stick MIG and TIG with each lesson exploring the unique methods techniques and materials involved in each major welding type. This course will help students further their practical skills with a detailed lesson on various welding joints their applications and their unique characteristics. And finally the safety of our learners is of utmost importance. Therefore this course concludes

with a lesson encapsulating best safety practices in the welding industry. Learners will be taught how to maintain a safe workspace while learning to handle welding tools effectively and safely.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Arc Welding

Duration 3 hours

0 minutes

Interplay Learning - Introduction to Cold Climate Heat Pumps

This course is an introduction to cold climate heat pumps and the advances in technology made to these units. In this course, you will learn the various types of heat pumps that are used in cold climates and the requirements a unit must meet in order for installation. You'll also learn how cold climate heat pumps differ from traditional heat pumps in regards to efficiency and cost and how balance points can impact heat pump performance.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Cold Climate Heat Pumps

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Combustion

Introduction to Combustion unravels the science and significance of combustion processes. Delve into the core concepts of combustion from its elemental definition to the intricate interplay of fuel oxygen and heat as encapsulated in the Fire Triangle. In this course you'll learn about stoichiometric combustion complete combustion and incomplete combustion. You'll also learn about the health and environmental impacts of combustion.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Introduction to Combustion

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Commercial Air Handling Units

An Air Handling Unit, or AHU, plays an important role in a commercial HVAC system. In this course, we cover the foundational information you would need to know when working with AHUs. Specifically, we will talk about what AHUs are, how they operate, and the main components. Then we will briefly go over some common problems that occur and their indicators. Last, we will go through some of the different types that you will encounter.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Commercial Air Handling Units

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Commercial Lighting & Devices

Introduction to Commercial Lighting and Devices is a video course aimed at providing electricians and technicians with a thorough understanding of commercial lighting systems and associated devices. The course offers an overview of commercial lighting emphasizing the unique requirements and challenges in commercial environments. Essential lighting terminology and color temperature concepts crucial for designing effective systems will be covered. Participants will explore various commercial light types including LEDs fluorescents halogens and HIDs empowering informed decision-making on appropriate lighting solutions. The course also addresses commercial devices like timers relays and sensors for optimizing energy efficiency and functionality. Finally students will learn about the equipment and safety requirements necessary for electricians and technicians working with commercial lighting systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Commercial Lighting & Devices

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Commercial Plumbing Systems

Introduction to Commercial Plumbing will explain the basics on how plumbing systems work in commercial buildings. Beginning with outlining the sides of a commercial plumbing system learners will understand how the water supply side and wastewater/waste drainage side function and connect the building's plumbing fixtures appliances and drains to the domestic water supply city sewer system and city storm drainage system. They will also understand types of commercial water supply systems on the domestic water supply side such as city water pressure systems and booster pump systems as well as their components. Next learners will dive into the wastewater/waste drainage side of the commercial plumbing system or DWV system to uncover how waste and wastewater are drained to the city sewer system and the components that make up the DWV system. The course concludes with an overview of how stormwater drainage systems convey rainwater and snow away from buildings and paved areas an explanation of the components that make up stormwater drainage systems and an exploration of the importance of stormwater management practices.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Commercial Plumbing Systems

Duration 1 hour

Interplay Learning - Introduction to Commercial Refrigeration Systems

In this course, you'll learn the fundamentals of commercial refrigeration systems. You'll be introduced to the refrigeration system components and how they operate. You'll recognize the different types of available commercial refrigeration systems and their business applications. Finally, you'll identify the most common types of failures for each system and how to diagnose them.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Commercial Refrigeration Systems

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Commercial Transformers

In this course, you will understand the purpose of transformers, along with their use in commercial, industrial, and residential environments. You'll understand the safety challenges and guidelines involved when working with transformers. You'll also understand the fundamental principles of how transformers work. Additionally, you'll be able to recognize the different types of transformers, and their vital components. Finally, you will learn about the important points of NEC articles and codes that apply to transformers.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Commercial Transformers

Duration 2 hours

0 minutes

Interplay Learning - Introduction to DWV Systems

This course offers an introduction to the fundamental principles behind sanitary Drain-Waste-Vent (DWV) systems a network of piping that protects building occupants from sewer gasses and conveys waste through drainage to a private or public sewer. Major topics include basic DWV system design; an overview of system pipes and fittings; connected fixtures; waste conveyance through drains and traps; the necessity and design of proper ventilation; general DWV system maintenance tips; and common DWV system troubleshooting tests.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to DWV Systems

Duration 3 hours

0 minutes

Interplay Learning - Introduction to Electrical Circuits

An electrical plan for a room or house can look like a super complicated maze of lines and symbols! So in this course, we break it all down for you. An electrical plan shows single lines for all the circuits, and symbols for receptacles, switches, different types of lights, and so on. We actually go line by line and symbol by symbol through a variety of rooms in a house – actually the same house we use for our residential wiring troubleshooting simulations. Each room is designed to include a new element, and a little more complexity, so you gradually progress through 5 different electrical plan scenarios. The circuits are deliberately designed to familiarize you with different components, like 3- and 4-way switching, standard and GFCI receptacles, and 2- and 3-wire cabling. We also take different approaches to circuit design like having switches at the start or end of a run, and operating two fixed appliances with one cable in a multi-wire branch circuit that shares a common neutral. By the end of the course, you'll be comfortable reading complex electrical plans and will have an appreciation for the variety of ways room circuits can be designed.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Electrical Circuits

Duration 3 hours

0 minutes

Interplay Learning - Introduction to Electrical Systems

This course introduces learners to electrical systems powering modern buildings. Topics include electrical

power distribution wiring receptacles switches lighting systems controls safety and code compliance. Learners will gain an understanding of how electricity is distributed and utilized within buildings.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Introduction to Electrical Systems

Duration 1 hour

Interplay Learning - Introduction to Exhaust Fans

Have you ever had an interest in knowing more about exhaust fans and how they operate in the commercial HVAC system? Well, this is the course for you. In this course, you'll learn what exhaust fans are and their function in the commercial HVAC system. You'll then be introduced to different types of exhaust fans. You'll learn about the components of different types of exhaust fans. Lastly, you'll be introduced to how exhaust fans operate in the commercial HVAC systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Exhaust Fans

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Fan Coil Units

Are you new to HVAC and curious about fan coil units? Well this is the course for you. In this course you'll learn the basic operation of fan coil units and the environments they are found in. Then you'll learn about

the different mounting configurations along with the two pipe and four pipe systems. Lastly we'll cover the advantages and disadvantages of fan coil units. We hope you enjoy this course.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Fan Coil Units

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Fluid Cooling Towers

In this introductory course, you'll learn what fluid cooling towers are and how the components function to reject and absorb heat. You'll learn about the difference sections and the cleaning and chemical treatment requirements of cooling towers.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Fluid Cooling Towers

Duration 1 hour

0 minutes

Interplay Learning - Introduction to Life Safety Systems

This course introduces learners to life safety systems in buildings. These are systems that safeguard the lives of occupants and protect property in the event of

emergencies. This course starts with an overview of regulations codes and standards related to life safety systems and then covers fire systems emergency lighting systems and communication systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Introduction to Life Safety Systems

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Natural Gas and Liquid Propane Gas Piping Systems

In this course, we will introduce you to residential gas piping and the basics of fuel gas in a residential setting, from the point that it enters the home up to the control valve serving individual appliances. We will orient you to the two main kinds of fuel gas – natural gas and liquid propane gas – their basic characteristics, where they come from, and how they are typically distributed to homes. We will identify the very serious risks of gas leaks and how to spot and respond to danger. We will outline key safety codes and best practices that can help you prevent danger in the first place. Finally, we will introduce the basic methods and materials of pipes, tubes, fittings, pipe support and protection, and pipe sizing.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Natural Gas and Liquid Propane Gas Piping Systems

Duration 3 hours

0 minutes

Interplay Learning - Introduction to PLCs

Within the Introduction to PLCs course we will explore the components characteristics and functions of programmable logic controllers. You will gain an understanding of the historical development and the various applications of PLCs across different industries. This course will guide you through the core components including input modules and CPUs emphasizing their roles and variations. You will also delve into the three most common PLC programming languages. Within the simulation you will learn how to connect and operate PLC software to control a chiller. This course is designed to provide you with an introductory knowledge of a PLC system.

Duration 2 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to PLCs

Duration 2 hours

Interplay Learning - Introduction to Pumps

A pump is a device for lifting, transferring, or moving fluids by suction or pressure from one position to another. This course covers how pumps are used to move liquid--primarily water--through hydronic HVAC systems. You will learn the basic mechanics and hydrodynamics by which a pump moves water with a focus on centrifugal impeller pumps, including the components and operation of these pumps in commercial hydronic HVAC systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Pumps

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Rack Refrigeration Systems

In this course, you will learn about parallel rack refrigeration systems. These are one of the most complex types of commercial refrigeration systems. You'll learn about the application of large-scale parallel rack systems and what makes them a good fit for the needs of supermarkets. Finally, you'll learn more about the different components of parallel rack systems. You'll describe how they operate and interact in rack systems. This course makes use of diagrams to help you understand the dynamic operation of these systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Rack Refrigeration Systems

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Refrigeration Systems

The Introduction to Refrigeration Systems course takes all the physics you've learned so far and applies it to a simple refrigeration and air conditioning system. System diagrams and the Baseball Diamond info graphic will help internalize the core roles of each component in the system. Terminology will be introduced, in terms of pressure and temperature, as well as several real-world examples of air conditioning and refrigeration systems.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Refrigeration Systems

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Smart Thermostats

In this introductory lesson on smart thermostats we will dive into the world of these modern devices to uncover how they work how they help to keep us comfortable and how they make an impact on our world. The first module is an overview and it introduces you to the fascinating history of thermostats explains what makes a thermostat "smart" covers the key internal thermostat components and also looks at the technology used to accommodate communication between smart thermostats and the internet.The second module focuses on the capabilities of smart thermostats. These three lessons will introduce you to the basic functions of every smart thermostat before presenting the operations and benefits of using sensor technology to integrate smart thermostats into smart home ecosystems. The third lesson in the module focuses on some exciting advanced features that can be found in more modern smart thermostats.The final module is designed to offer a brief look into the profound impact that smart thermostats have on our society as a whole. Using energy management systems the smart thermostat has revolutionized and improved the way humankind approaches internal climate control. Yet it is still important to discuss the drawbacks as well as data security has become a recent topic of concern among those who believe that smart thermostats and the smart movement as a whole require too much personal information from users and pose a threat to their privacy and safety.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Smart Thermostats

Duration 1 hour

0 minutes

Interplay Learning - Introduction to the NEC: Wiring and Protection

In this course, we're going to be exploring the 2020 version of NFPA 70, National Electrical Code®. We will focus on a broad understanding of the material, so you can access and reference the codebook more easily when needed. We will cover the most impactful sections of the chapters, including grounded conductors, branch circuits, feeders, overcurrent protection, overvoltage protection, mechanical execution of work in the field, and "neat and workmanlike" installations.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to the NEC: Wiring and Protection

Duration 1 hour

0 minutes

Interplay Learning - Introduction to Utility Solar

In this course you'll be introduced to the world of utility-scale PV or solar power plants. You'll learn about the basics of PV solar and be able to explain the photovoltaic process. You'll learn about the growing PV solar industry and what makes utility-scale PV solar different than residential and C&I. You'll see what it takes to plan and install a utility-scale project and what type of workforce opportunities these projects provide.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Introduction to Utility Solar

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Walk-In Freezers

In this course, you'll learn the fundamentals of commercial walk-in freezers. You'll identify the typical application of walk-ins in food establishments, as well as their typical customers, goals, and service delivery models. You'll classify the different types and components of walk-in freezers. You'll understand what makes them different from other CREF systems and a better fit for the needs of food establishments. Finally, you'll learn about the operation of walk-ins and the most common types of system failures.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Walk-In Freezers

Duration 2 hours

0 minutes

Interplay Learning - Introduction to Wastewater Treatment

This course introduces the essential processes that clean and treat wastewater in treatment facilities. We'll explore the journey of wastewater from initial treatment stages that remove solids to biological processes that break down organic matter. You'll learn about the different classifications of wastewater disinfection methods sludge management strategies and even explore future alternatives for sustainable wastewater treatment. Whether you're a student a professional or

simply curious about this vital process this course equips you with the knowledge to understand the crucial role wastewater treatment plays in protecting our water resources.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Introduction to Wastewater Treatment

Duration 1 hour

Interplay Learning - Introduction to Water Heaters

This course introduces you to the components, setup, and function of gas, electric, and tankless water heaters. You'll start by learning about the anatomy of these three types of water heaters, and how to install them. It will conclude with an overview of the components of a water heater. The unique illustrations make this a great course for both beginners and experienced technicians alike.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Water Heaters

Duration 3 hours

0 minutes

Interplay Learning - Job Site Supervision

Explore the essential role of a job site Superintendent who is responsible for overseeing and managing tasks at various types of work sites. In this course you will delve into the key aspects of effective job site supervision. Learn about logistics management to ensure project

adherence to plans budgets and timelines. Gain insights into worker and task management ensuring optimal resource allocation and progress monitoring. Understand safety protocols and their implementation for maintaining a secure work environment. Develop skills in stakeholder communication to provide project updates and address concerns.By mastering these concepts you will be equipped to contribute to the successful and safe completion of construction and industrial ventures.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Job Site Supervision

Duration 2 hours

0 minutes

Interplay Learning - Kitchen Sink Installation

This Kitchen Sink Installation course is designed to teach you how to install a farmhouse style kitchen sink safely and efficiently. The course covers the necessary tools materials and preparations needed for a successful installation. You will learn how to secure the sink in place and connect the plumbing. The course also emphasizes safety measures and includes testing for leaks to ensure a proper installation. By the end of the course you will have the skills and knowledge necessary to install a kitchen sink with confidence.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Kitchen Sink Installation

Duration 1 hour

0 minutes

Interplay Learning - Kitchen Sink Troubleshooting

Repairing a kitchen sink is one of the most common calls you'll receive. This simulation based course walks you through four common problems, guiding you step by step on how to troubleshoot and repair each one. This course covers drain and water line clogs, as well as a basket strainer leak. This is a fun, interactive and effective way to learn how to fix a sink.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Kitchen Sink Troubleshooting

Duration 2 hours

0 minutes

Interplay Learning - Kitchen Sink Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Kitchen Sink Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Kitchen Ventilation Overview

In this course, you will gain a beginner's level understanding of kitchen ventilation. The course starts off with a couple lessons that identify the various configurations, including styles and location. After that you'll learn about the differences between each of them and why you might choose one over the other. Next, there are several lessons here on the different blower types. In these lessons you'll learn about all the considerations involved in choosing which type to use, as well as the sizing and ducting requirements. Finally, there's a lesson on ventilation filters where you'll take a look at the different types of filters.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Kitchen Ventilation Overview

Duration 2 hours

0 minutes

Interplay Learning - Lab Safety Awareness

This Lab Safety Awareness Course provides learners with essential knowledge and skills to create a secure working environment in laboratory settings. Covering fundamental safety protocols learners understand correct use of personal protective equipment (PPE) and emergency response procedures. This course emphasizes the importance of adherence to safety guidelines fostering a culture of responsibility and equipping individuals with the tools to identify and mitigate potential hazards in a laboratory setting.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Lab Safety Awareness

Duration 1 hour

0 minutes

Interplay Learning - Laboratory Biosafety

This laboratory biosafety course provides participants a comprehensive understanding of essential principles and practices. Covering topics from defining laboratory biosafety to advanced procedures participants will learn to identify and handle common biohazardous materials evaluate risks and implement safety measures. Practical aspects include the proper use of PPE safe transportation of materials and effective management of biohazard waste. This course emphasizes the significance of biosafety cabinets their purposes and their contributions to laboratory safety. Participants will also gain an understanding of emergency response guidelines when exposed to biohazardous material and reporting procedures.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Laboratory Biosafety

Duration 2 hours

0 minutes

Interplay Learning - Ladder and Fall Safety

Falls are the most common cause of injuries in the trades, and falls from ladders make up the majority of those instances. In this course, you will learn how to safely use ladders as well as general safe practices to follow on the job. The lessons will cover how to select the appropriate ladder for the job, proper inspection and set up, and safe ladder usage. After that, you will explore various jobsite fall hazards and what measures can be taken to protect

yourself from falls. This course is essential for anyone looking for a career in the trades, and will provide you with the knowledge necessary to prevent serious injuries as a result of falls.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Ladder and Fall Safety

Duration 1 hour

0 minutes

Interplay Learning - Ladder Safety

In this course, you will learn about the different types of ladders and their different applications, how to safely use ladders as well as general safe practices to follow on the job. The lessons will cover how to select the appropriate ladder for the job, proper inspection and set up, and safe ladder usage.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Ladder Safety

Duration 1 hour

0 minutes

Interplay Learning - Landscaping Basics

If you have an interest in learning about landscaping, then this course is for you! This course will introduce learners to some basics of landscaping. First you will learn how landscaping fits into the overall construction process, followed by some career areas to seek out in landscaping as you continue to grow. Next, you'll learn

about safety and how you can protect you and your teammates in the industry. Then you'll learn about some common materials and tools used. Finally, we'll discuss the installation process and how to provide maintenance to a lawn. Whether you are a beginner or just need a refresher on landscaping basics, this course will help to fill those gaps. We hope you enjoy the course!

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Landscaping Basics

Duration 1 hour

0 minutes

Interplay Learning - Laser Safety

This course provides an overview of lasers and necessary safety precautions that should be exercised with working near lasers. Learners will understand the different uses of lasers from barcode readers in grocery stores to medical procedures. Additionally safety protocols will be emphasized covering precautions such as avoiding direct eye exposure understanding laser classifications and utilizing appropriate protective eyewear and barriers to prevent accidents. Through this course learners will gain both an understanding of lasers and the necessary skills to work with them safely and effectively in various settings.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Laser Safety

Duration 1 hour

0 minutes

Interplay Learning - Leak Check and Evacuation

The Leak Check and Evacuation course presents three methods for checking a system for leaks and the processes to follow. Given the advantages and disadvantages of each method, you will follow through a step-by-step illustration of each. As you're guided through, you will be given tips and safety information by subject matter expert Frank Garro. You will be informed of the many types of leak detectors on the market today, and what to look for in determining what is right for you. After leak checks are complete you will learn about the Environmental Protection Agency's regulations regarding leak repairs. Finally explore how the system will be evacuated, with clear instructions and diagram. As you discover evacuation methods you will be introduced to the vacuum pump, and the accompanying equipment that can help make an evacuation more accurate and efficient.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Leak Check and Evacuation

Duration 2 hours

0 minutes

Interplay Learning - Leak, Evacuation, and Charging

Learn how to locate a leak by using soap bubbles and an electronic leak detector on a residential system. After repairing the leak evacuate the unit and then use the subcooling method to charge it.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Leak, Evacuation, and Charging

Duration 2 hours

0 minutes

Interplay Learning - Light Commercial Electrical: Apartment Facilities Maintenance

This course simulates maintenance scenarios in three contexts in an apartment environment: a rental office, a fitness center, and a parking lot. You will learn to diagnose and correct problems with fluorescent and High Intensity Discharge (HID) lighting, in the rental office and parking lot spaces respectively, while the fitness center space will provide practice with troubleshooting electrical equipment in a commercial context.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Light Commercial Electrical: Apartment Facilities Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Light Commercial Electrical: Apartment Facilities Maintenance Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes

Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Light Commercial Electrical: Apartment Facilities Maintenance Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Liquid Nitrogen Safety

This comprehensive Liquid Nitrogen Safety course provides learners with essential knowledge and practical skills to ensure the secure handling of this cryogenic substance. Participants will gain an understanding of liquid nitrogen covering its properties applications and potential risks associated with improper handling. The course emphasizes safe handling techniques including proper storage transportation and the correct usage of personal protective equipment (PPE). Waste disposal procedures and first aid training specific to liquid nitrogen incidents are meticulously covered. Furthermore learners will be equipped with the skills for routine maintenance and inspection of equipment fostering a workplace environment focused on safety risk mitigation and effective emergency response.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Liquid Nitrogen Safety

Duration 1 hour

0 minutes

Interplay Learning - Lockout/Tagout

This course is a primer on lockout/tagout procedures. The course begins with the definition and purpose of lockout/tagout procedures, followed by employee roles during lockout/tagout. A discussion of hazardous energies is included, specifically primary, secondary, single, and multiple energy sources, with an emphasis on identifying all energy sources during lockout/tagout procedures. The course concludes with eight practical steps for an effective lockout/tagout program.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lockout/Tagout

Duration 2 hours

0 minutes

Interplay Learning - Lockout/Tagout Awareness

This course is designed to increase learners' awareness of the lockout/tagout energy control procedure. Main topics of instruction include an outline of regulatory lockout/tagout procedures, applicable definitions and terminology, and an overview of standard tools and devices. In addition to instructional lessons, this course contains a simulation video demonstrating the implementation and removal of lockout/tagout devices.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Lockout/Tagout Awareness

Duration 1 hour

0 minutes

Interplay Learning - Low GWP Refrigerant

This course will cover the impact low global warming potential refrigerants are having on the HVAC landscape. Learners will explore the history of refrigerants and come to understand their chemical composition and safety characteristics. They will also be able to recall best practices for working with A2L refrigerants. Finally, learners will be able to recall the tools, safety, code, and regulations involved in working with refrigerants. This course was developed in collaboration with NATE.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Low GWP Refrigerant

Duration 2 hours

0 minutes

Interplay Learning - Maintaining a Professional Image

This course is designed to help tradespeople learn how to maintain a professional image in their professional lives. The course covers the fundamental elements of creating and maintaining a professional image including dress code personal grooming communication skills and positive attitudes.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Maintaining a Professional Image

Duration 1 hour

0 minutes

Interplay Learning - Make Ready

This Make Ready Course will provide you with the structure and procedures to perform a make ready inspection. The course begins with an overview of the clipboard and important information about the apartment itself. Next, you will see a video walkthrough for each room that goes through the various procedures and input fields in which record your results. After the videos you will engage in six separate training inspection simulations where you will traverse the apartment room by room, marking the condition of different components and fixtures within the unit. Finally, the training wheels are taken off and you will complete six randomly generated inspections with less help from the procedures and clipboard.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Make Ready

Duration 4 hours

0 minutes

Interplay Learning - Managing a Successful Team

Managing a successful team is crucial for personal and organizational growth in today's fast-paced and ever-evolving work environment. This course will equip learners with the essential knowledge and skills to lead and manage a successful team. Discover the secrets of effective team building by defining and understanding team roles and responsibilities, emphasizing safety in the workplace, enhancing training and development opportunities, fostering effective communication, and promoting adaptability.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Managing a Successful Team

Duration 1 hour

0 minutes

Interplay Learning - Manual D Calculations

In this course, we will explore how Manual D protocols are used for calculating and designing HVAC systems in residential buildings. Manual D is the industry standard protocol for calculating the size required for return and supply ducts and registers. You will learn how HVAC technicians use the Manual D protocols to calculate duct and register requirements to ensure the appropriate distribution of heating and cooling to each area in a designated space.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Manual D Calculations

Duration 2 hours

0 minutes

Interplay Learning - Manual Flushometer Troubleshooting (Diaphragm)

In this course on Manual Flushometer Troubleshooting we will explore the troubleshooting tasks of diaphragm-based manual flushometers. With each scenario you will be guided with simulation based steps to check for key signs of abnormal flushing as well as water leaks from different component failures. You will also utilize procedures for repairing and replacing parts and assemblies of the diaphragm-based manual flushometers.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Manual Flushometer Troubleshooting (Diaphragm)

Duration 3 hours

0 minutes

Interplay Learning - Manual J Calculations

In this course we will explore how Manual J protocols are used for calculating and designing HVAC systems in residential buildings. Manual J is the industry standard protocol for calculating heating and cooling loads. You will learn how HVAC technicians calculate and use the Manual J heating and cooling load results to select the appropriate HVAC equipment capacity.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Manual J Calculations

Duration 2 hours

0 minutes

Interplay Learning - Material Handling: Dollies Hand Trucks and Pallet Jacks

Explore the fundamental principles of efficient material handling through our comprehensive course on dollies hand trucks and pallet jacks. Gain practical knowledge and learn how to effectively operate and maneuver dollies hand trucks and pallet jacks including proper lifting techniques load positioning and safety protocols.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No

Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Material Handling: Dollies Hand Trucks and Pallet Jacks

Duration 1 hour

0 minutes

Interplay Learning - Math for Electricians

In this course you'll learn the fundamental math skills used in the electrical field. It covers symbols, units, followed by transposing formulas and solving equations using Ohm's Law and Kirchhoff's Law. You'll also learn how geometry and trigonometry are used in the industry.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Math for Electricians

Duration 2 hours

0 minutes

Interplay Learning - Mechanical Commissioning

In Mechanical Commissioning, we will conduct a final inspection of a solar installation, before performing electrical commissioning. This inspection will confirm that all mechanical components are installed safely, and labeled properly.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Mechanical Commissioning

Duration 2 hours

0 minutes

Interplay Learning - Mechanical Door Lock Introduction

This introductory video course provides an expansive exploration into mechanical door locks ideal for any skill level; this course aims to boost your knowledge and skill set! It offers a foundational overview of various mechanical lock types focusing on their unique mechanisms functions and applications. Particular emphasis is given to the complexities of deadbolt locks. This course aims to impart practical knowledge enabling learners to gain the knowledge necessary to proficiently select operate and install different mechanical door locks.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Mechanical Door Lock Introduction

Duration 2 hours

0 minutes

Interplay Learning - Metering Devices

The Metering Device course explores the multitude of regulating valves in an HVAC system. The thermostatic expansion valve (TEV) will be introduced and you will learn how it adjusts to maintain superheat. You will be able to identify valve types, discover how they are fitted to a pipe, and the differences in external and internal pressure equalization. Discover TEV bulbs and their roles in regulating superheat within the system, along with proper placement and methods for installation.

Learn the unique model codes for some common manufacturers and the functions of several different kinds of metering devices.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Metering Devices

Duration 2 hours

0 minutes

Interplay Learning - Meters, Switches, Loads, & Circuits

In the Meters, Circuits, Loads and Switches course you will learn how to use four of the most common meters in HVAC today: the voltmeter, ohmmeter, ammeter, and multimeter. You will discover why safety controls are wired in series, and why most loads are wired in parallel. As well as, how to measure and calculate volts, ohms, and amperage and how to use these values to troubleshoot a system.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Meters, Switches, Loads, & Circuits

Duration 2 hours

0 minutes

Interplay Learning - Microwaves Overview

In this course on microwaves, we'll start off learning to identify the various components of a microwave. You'll learn about the function of each component and how they all work together. After that we'll look at the

different configurations and installation styles, including countertop, built-in, over the range, and a few more. Then we'll finish up the course looking at the different cooking operations microwaves can perform and how they work.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Microwaves Overview

Duration 2 hours

0 minutes

Interplay Learning - Mini Split Troubleshooting

This course explores the common faults within the mini split heat pump such as faulty sensors, faulty motors, as well as communication system faults. This is a fun, interactive and effective way to learn how to fix the faults within the mini split heat pump system.

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Mini Split Troubleshooting

Duration 6 hours

0 minutes

Interplay Learning - Mini Split Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each

scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Mini Split Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Mold Awareness

This course is designed to provide tradespeople with an understanding of mold and its potential impact on health and safety in the workplace. You will learn about the causes and conditions that lead to the assumed mold growth as well as effective strategies for prevention and remediation. The course will also cover the prevention methods and remediation for safe work practices that are necessary for working with mold and assumed mold growth.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Mold Awareness

Duration 3 hours

0 minutes

Interplay Learning - Multi-Family Maintenance Welcome Assessment

The Multi-Family Maintenance Welcome Assessment is a multiple choice exam that will test you on all areas of general maintenance knowledge.
The results of this assessment will show you, in great detail, the areas of skills in which you are strong, and areas in which you need work.
Don't worry, though, we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.

Duration 0 Hours 30 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Multi-Family Maintenance Welcome Assessment

Duration 0 hours

30 minutes

Interplay Learning - NATE Ready-to-Work Exam Prep

This short course focuses on fundamental job skills and knowledge including components, tools, measurements, heat transfer, general safety and electrical safety. This course is designed for technicians who are just entering the HVAC field with little to no formal education or training. It's a great course to get started.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
NATE Ready-to-Work Exam Prep

Duration 2 hours

0 minutes

Interplay Learning - NEC Code Changes - 2023

This course is designed to cover the top 17 changes published in the latest edition of the NEC. Keep in mind, not all states immediately adopt the latest edition of the NEC. Always check with your local authorities which will have the jurisdiction to confirm which edition of the NEC your state or county is enforcing.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - NEC Code Changes - 2023

Duration 1 hour

0 minutes

Interplay Learning - NEC Commissioning: Rough-in Inspection

In this course on NEC Commissioning - Rough-in Inspection, we will explore the process of electrical rough-in inspection for multiple rooms in a residential home. With each scenario, you will be guided with simulation based steps to check key visuals and measurements for electrical inspection. You will also be referring to articles of code from the 2020 edition of the NFPA 70® National Electrical Code.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
NEC Commissioning: Rough-in Inspection

Duration 3 hours

0 minutes

Interplay Learning - NEC: Wiring Methods and Materials

In this course, we're going to be exploring the 2020 version of NFPA 70, National Electrical Code®. We will focus on a broad understanding of the material, so you can access and reference the codebook more easily when needed. As a whole, NFPA 70 consists of a total of nine chapters, but not all apply to residential applications. Chapters one through four apply generally to all electrical installations, including Methods and Materials in Chapter 3. The NEC goes over specific areas for types of wires and where they are acceptable to be installed, and how they should be installed and protected from environmental and physical damage. We will cover the most impactful sections of the chapter, including conductors and cables, cabinets, cutout boxes and meter socket enclosures; outlet, device, pull, and junction boxes; conduit bodies, fittings, and handhole enclosures, as well as various types of cables and other wiring installations that may apply to residential applications, and some commercial and urban applications, as well.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
NEC: Wiring Methods and Materials

Duration 1 hour

0 minutes

Interplay Learning - NSPIRE Inspections Explained

NSPIRE is a new inspection model for properties that prioritizes health safety and functional defects over appearance. The goal of this new program is to accurately assess property conditions streamline the inspection process and prioritize the health and safety of residents. This course goes into depth on the new inspection model and covers key components of the NSPIRE inspectable areas inspection types and deficiency categories. You'll also learn how to read the NSPIRE inspection standards and apply those to the real world.

Duration 1 Hour 0 Minutes

Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - NSPIRE Inspections Explained

Duration 1 hour

0 minutes

Interplay Learning - Packaged Refrigeration Unit Basics

Packaged refrigeration unit (PRU) servicing requires primary knowledge of refrigeration and unit operation. This introductory course will help you gain, or refresh, that essential knowledge. We will begin with the standard features of a PRU and the uses of each type. Then we will examine each of the PRU components and how they operate together. Last, we will go through a basic inspection process and some common issues you will find.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Packaged Refrigeration Unit Basics

Duration 2 hours

0 minutes

Interplay Learning - Packaged Refrigeration Unit Maintenance

In this series of simulations, you'll gain valuable experience when it comes to preventive maintenance on packaged refrigeration units. These procedures will ensure long equipment life, energy efficiency, as well as proper system performance. You'll have an opportunity to perform cleaning procedures, system performance checks, both electrical and temperatures and pressures,

as well as leak detection. This course will get you thinking and acting like a pro when it comes to maintenance on packaged refrigeration units.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Packaged Refrigeration Unit Maintenance

Duration 3 hours

0 minutes

Interplay Learning - Packaged Refrigeration Unit Troubleshooting

Apply your knowledge of Packaged Refrigeration Units (PRUs) in this course as you inspect, diagnose, and repair PRUs within a 3D simulation program. These simulations will demonstrate what you'd experience when encountering the 10 most common PRU failures. We'll also cover the safety risks involved and important measures you must take to avoid them.

Duration 5 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Packaged Refrigeration Unit Troubleshooting

Duration 5 hours

0 minutes

Interplay Learning - Packaged Refrigeration Unit Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each

scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Packaged Refrigeration Unit Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Packaged Terminal Air Conditioner (PTAC) Maintenance

In this course on Packaged Terminal Air Conditioner (PTAC) Maintenance, we will explore the performed task of scheduled monthly and yearly preventive maintenance for PTAC units. With each scenario, you will be guided with realistic steps of identifying which scheduled maintenance is required during the different seasons as well as locating key components on the PTAC unit that requires maintenance. You will also be applying the procedural tasks needed for the monthly and yearly maintenance for the PTAC unit.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Packaged Terminal Air Conditioner (PTAC) Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Packaged Terminal Air Conditioner (PTAC) Troubleshooting

In this course, we'll cover everything you need to know to identify and fix faulty components in a PTAC, including the control board, compressor, heater, transformer, and more. Whether you're dealing with a PTAC that won't turn on, a unit that's not heating or cooling properly, or any other issue, we'll show you step-by-step how to troubleshoot and repair the problem.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Packaged Terminal Air Conditioner (PTAC) Troubleshooting

Duration 4 hours

0 minutes

Interplay Learning - Painting Basics

Have you ever wondered what it takes to get into painting? This may be the course for you. In this course you will be given an overview of painting basics followed by some safety tips. This course will also provide you with materials, tools and their function used for painting. You'll then be introduced to some painting techniques. Last you will learn about the steps in the painting process. We hope you enjoy the course!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Painting Basics

Duration 2 hours

0 minutes

Interplay Learning - Personal Protective Equipment (PPE)

This course describes the typical kinds of PPE used in the workplace. It references OSHA's basic regulatory goals and requirements regarding PPE. The course covers head, hand, and foot protection, protective clothing and suits as well as eye, hearing, respiratory and fall protection rules. The focus is on PPE usage on established multi-family residential sites.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Personal Protective Equipment (PPE)

Duration 1 hour

0 minutes

Interplay Learning - Personal Protective Equipment for Commercial Use

This course describes the typical kinds of PPE used in commercial settings. It references OSHA's basic regulatory goals and requirements regarding PPE. The course covers head, hand, and foot protection, protective clothing and suits as well as eye, hearing, respiratory and fall protection rules. The focus is on PPE usage on established multi-family residential sites.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Personal Protective Equipment for Commercial Use

Duration 1 hour

0 minutes

Interplay Learning - PEX Pipe Joining Methods Lab

Within the PEX Pipe Joining Methods Lab we will explore the most common joining methods for PEX pipes. Within each scenario you will be guided with simulation-based steps for properly joining PEX pipes within a learning lab environment. This course will have you learning the fundamentals of PEX pipe joining methods before heading out into the field. You will also be reviewing the tools and safety precautions that are needed to complete the PEX pipe joining methods.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - PEX Pipe Joining Methods Lab

Duration 3 hours

0 minutes

Interplay Learning - Pipe Repair Procedures - Cast Iron

Learn about how to replace the damaged cast iron fitting due to a drainage leak and damaged cast iron pipe due to erosion.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Pipe Repair Procedures - Cast Iron

Duration 3 hours

0 minutes

Interplay Learning - Pipe Repair Procedures - Metallic Piping

Learn about how to repair damages in the galvanized, copper, and copper DWV pipes and fitting.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Pipe Repair Procedures - Metallic Piping

Duration 4 hours

0 minutes

Interplay Learning - Pipe Repair Procedures - Plastic Piping

Learn about how to repair leaks and damages of the plastic pipes in different parts of the home.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Pipe Repair Procedures - Plastic Piping

Duration 3 hours

0 minutes

Interplay Learning - Piping Systems for Hydronic Heating

Hydronic heating systems are flexible in their design and can be piped in many different ways. In this course we'll examine five common piping arrangements for hydronic heating systems. We'll define the flow of water through the system. We'll identify the major components and

accessories that distribute the water throughout the piping. Finally we'll apply what we've learned by locating these parts in the piping of two boiler rooms.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Piping Systems for Hydronic Heating

Duration 2 hours

0 minutes

Interplay Learning - Plastic Joining Methods

In this course, we're going to be discussing the various types of joining methods for plastic tubing and piping. First you'll learn about a universal joining method, after which, we'll explore the various joining methods used for PVC, ABS, and CPVC. Then we'll look at the different types of PEX and their joining methods. Finally, we will talk about the joining methods used for polyethylene and high density polyethylene tubing and piping.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plastic Joining Methods

Duration 2 hours

0 minutes

Interplay Learning - Plumbing Code Overview

Plumbing codes play a huge role in how pipes and plumbing fixtures are put together. Every plumbing

system has to be tested and inspected before it can be used. This course provides a brief overview of the general plumbing codes you may encounter.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Code Overview

Duration 1 hour

0 minutes

Interplay Learning - Plumbing Demolition

Before remodeling a kitchen or bathroom, you have to remove the old fixtures first. It's important to know how to remove plumbing fixtures correctly for both safety reasons and to prevent damage to things that are not removed. This course covers the procedures for removing common bathroom and kitchen fixtures, including sinks, toilets, tubs, and showers.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Demolition

Duration 1 hour

0 minutes

Interplay Learning - Plumbing Fixtures Installation

This course takes you through the installation of four common plumbing fixtures: toilets, faucets, drop-in sinks and shower trim. The first lesson outlines what tools to bring to the job, including specialty tools you wouldn't normally have. After that, each video covers the specific

materials that you'll need and walks you through, step by step, how to correctly install the fixture. You'll also learn expert tips that make the job easier, saving you valuable time and energy.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Fixtures Installation

Duration 2 hours

0 minutes

Interplay Learning - Plumbing Fixtures Overview

This course explores all the materials, configurations and components of various plumbing fixtures. It begins in the bathroom, taking a look at lavatory materials and mounting types. After that you'll learn about kitchen sinks and faucets before heading back to the bathroom. You'll discover how many different showers, bathtubs and showerheads there are, as well as the benefits of each. Finally, this course takes you through the anatomy and function of toilets. Understanding these topics is essential to being able to make an informed and professional recommendation for what fixture would be best suited for an individual situation.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Fixtures Overview

Duration 3 hours

0 minutes

Interplay Learning - Plumbing Maintenance

Maintenance calls are a routine part of working in the trades. In this course, you'll learn the skills necessary to tackle plumbing maintenance. Each video discusses a different issue, including various types of leaks and clogs. By the time you finish this course, you'll see that these challenging situations are quick jobs with the right tools and knowledge.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Plumbing Materials Overview

Pipes are used to bring water or gas into a building and sewage or waste out. Being able to determine what type of pipes a structure has is crucial to understanding what type of work needs to be done. Each pipe material has its own fittings, assembly methods, and application. This course covers potable water piping, sanitary drainage, and fuel gas piping.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Materials Overview

Duration 2 hours

0 minutes

Interplay Learning - Plumbing Safety

Knowing safety practices to follow is essential for every plumber. This course takes you through safety practices such as infection control, glue safety and drain safety. You'll also learn how to implement hand and power tools required for various plumbing tasks in different environments. In addition to that, you will learn how to identify and use the appropriate PPE in required areas.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Safety

Duration 3 hours

0 minutes

Interplay Learning - Plumbing Welcome Assessment

The Plumbing Welcome Assessment is a multiple choice exam that will test you on all areas of plumbing knowledge. The results of this assessment will show you, in great detail, the areas of plumbing skills in which you are strong and areas in which you need work. Don't worry though; we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Plumbing Welcome Assessment

Duration 1 hour

0 minutes

Interplay Learning - Pool Water Chemistry and Balancing

Learners will gain foundational knowledge of basic pool management. Learners will use this course as a precursor to becoming a Certified Pool Operator (CPO). Anyone who takes this course will have the basic knowledge needed to assist a CPO.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Pool Water Chemistry and Balancing

Duration 2 hours

0 minutes

Interplay Learning - Power Distribution, Delta, and Wye Systems

In this Power Distribution course, you will discover how electricity goes from the generation station to residential, industrial and commercial sites. This course begins by explaining how the power from the high voltage lines transforms into usable voltage in the home, and where residential ownership of these lines begins. It then continues with what exactly a transformer is in addition to how it works. You will learn about the three different types of transformers: isolation, auto, and buck boost. Finally, you'll take a look at three-phase power, what it is and why it is used, in addition to the two types: Wye and Delta.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Power Distribution, Delta, and Wye Systems

Duration 2 hours

0 minutes

Interplay Learning - Power Grid Introduction

This course is designed to provide a fundamental understanding of the power grid system and the processes of power generation transmission and distribution. Learners will explore various types of power plants including natural gas coal nuclear and renewable energy sources like solar wind and others. The content aims to demystify the complex networks and mechanisms involved in delivering electricity from producers to consumers and also gives learners the foundational knowledge necessary to understand this critical infrastructure. Dive into this course to understand the backbone of our everyday electricity needs.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Power Grid Introduction

Duration 3 hours

0 minutes

Interplay Learning - Power Tools for Plumbing Work

This course will introduce learners to basic power tools required for residential and commercial plumbing work across various tasks. We will orient you to their basic characteristics, when they are used, and how they are utilized on the job site. We will identify tool users' health and safety risks and how to ensure safety procedures are followed. Finally, we will identify key plumbing tasks and the tools best suited for each.

Duration 1 Hour 0 Minutes
Package Interplay Learning

NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Power Tools for Plumbing Work

Duration 1 hour

0 minutes

Interplay Learning - Practical Geometry for Plumbing

This course takes a comprehensive journey into the foundational principles of practical geometry in plumbing. The learner will master circle measurements for precise pipefitting and understand how angles bends and turns are crucial for system design. Participants will learn the characteristics of right triangles and use the Pythagorean Theorem to calculate offsets and fitting allowances which are essential in overcoming obstacles in plumbing installations. Additionally the course covers calculating fluid volume emphasizing the weight of water and its significance in plumbing and pipefitting.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Practical Geometry for Plumbing

Duration 2 hours

0 minutes

Interplay Learning - Practical Measurement for the Trades

Practical Measurement is a comprehensive course designed to provide a solid foundation in various

measurement disciplines. Learners will explore the principles of linear angular volume weight temperature pressure and electrical measurement through hands-on learning. They will also discover the essential tools used in each field including tape measures protractors thermometers pressure gauges and multimeters. Learners will be able to accurately perform measurements interpret readings and apply these skills to diverse applications. They will also develop a practical understanding of measurement techniques enabling them to confidently utilize common tools for precise and reliable measurements in real-world scenarios.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Practical Measurement for the Trades

Duration 4 hours

0 minutes

Interplay Learning - Pre-trip Vehicle Inspection

This Pre-trip Vehicle Inspection course is designed to provide commercial vehicle drivers with the knowledge and skills necessary to perform a thorough inspection of a vehicle before driving. The course covers the importance of a pre-trip inspection the steps involved in conducting a pre-trip inspection of a commercial or fleet vehicle as well as inspecting any cargo or freight the vehicle may be carrying.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Pre-trip Vehicle Inspection

Duration 1 hour

0 minutes

Interplay Learning - Preventing Slips, Trips, and Falls

According to the Bureau of Labor Statistics, slips, trips, and falls cause nearly 700 fatalities per year and many more injuries in construction. If you work in a trade, you're going to encounter slip, trip, and fall hazards from time to time that can cause injuries or even kill you. This course is intended to provide you with the ability to recognize and prevent slip, trip, and fall hazards, and to address the key components of ladder safety.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Preventing Slips, Trips, and Falls

Duration 1 hour

0 minutes

Interplay Learning - Principles of Backflow

By the end of this course learners will understand the fundamental concepts of backflow and specific hazards related to it. They'll learn about the differences between the two causes of reverse flow, backpressure and backsiphonage,Äìand be introduced to ways in which the water supply can be protected from contamination as a result of backflow. By the end of the course they,Äôll understand the differences in function and usage between non-testable backflow devices and testable backflow prevention assemblies. Learners will also be reminded that like other plumbing components backflow prevention devices are also subject to regulations and safety protocols.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Principles of Backflow

Duration 2 hours

0 minutes

Interplay Learning - Psychrometrics

A brief overview of residential HVAC Psychrometrics as it relates to the HVAC industry. This course is intended to provide a basic understanding of the principles of psychrometrics and various tools needed to make psychrometric calculations and measurements for optimal comfort, including thermometers, anemometers, and psychrometers. The course will identify how to calibrate and use specific tools for HVAC technicians, including a psychrometric chart.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Psychrometrics

Duration 2 hours

0 minutes

Interplay Learning - Rack Refrigeration System and Case Troubleshooting

In this course, we learn how to diagnose and repair common faults in the rack and cases of a parallel rack refrigeration system. We learn the symptoms of the most common failures. We get hands-on experience diagnosing and repairing those problems using a 3D simulation program. We learn a repeatable and reliable troubleshooting process. We learn the common risks of rack system and case repair, so we can fix problems safely.

Duration 5 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Rack Refrigeration System and Case Troubleshooting

Duration 5 hours

0 minutes

Interplay Learning - Radiation Safety

This course on radiation safety will provide learners with the essential knowledge and skills needed to work safely in occupations where high levels of radiation occur where radioactive materials are handled or where radiation-producing equipment is housed. Learners will explore what radiation is and the severity of its types and sources. They will also discover what precautions to take when working around radiation as well as the hazards and health effects from radiation exposure. Learners will also be equipped with decontamination and emergency procedures from OSHA that should be followed during a radiation emergency.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Radiation Safety

Duration 2 hours

0 minutes

Interplay Learning - Ranges Overview

In this course, we're going to be discussing the different components, configurations, fuel types and cleaning systems of ranges. The course begins with a couple lessons on identifying the various components, covering the control panel, cooking surface, oven, and a few more. Following that, there's a section on the different configurations, including freestanding, slide in and pro style ranges. You'll learn about the differences between each of them and why you might choose one over the

other. In the lessons after that, you'll learn about all the considerations involved in choosing between gas, electric and induction fuel types. The course concludes with a lesson on oven cleaning systems, where we'll take a look at the different cleaning methods available for ranges.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Ranges Overview

Duration 2 hours

0 minutes

Interplay Learning - Reading Schematics and Drawings

Learn how electricians use blueprints, wiring diagrams, and schematics and apply them to real world applications. In this course you'll learn about the parts of a blueprint that an electrician uses, the difference between a wiring diagram and a schematic, and how these schematics and drawings are used on the job.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Reading Schematics and Drawings

Duration 2 hours

0 minutes

Interplay Learning - Reciprocating Chiller Startup and Recovery

This course covers how to start up and recover reciprocating chillers for cooling towers. In this simulation-based course, we are going to walk you through seasonal startup and recovery scenarios. You'll be prompted to for each process by area, and we'll guide you through the process along the way. We'll support your learning progression with a guided procedure guide and when your understanding of concepts is ready, you have challenge scenarios to see what you've retained. There are nine different guided and challenge scenarios, 18 in all. You will learn the basic mechanics and processes related to the system, and walk through a simulation for the various areas of focus, including the pumps, cooling towers, condenser water pumps, and chiller for startup, and applicable processes related to the recovery machine. Finally, you will be challenged to navigate the simulation independently with several challenge scenarios.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Reciprocating Chiller Startup and Recovery

Duration 2 hours

0 minutes

Interplay Learning - Refrigerants Overview

The world of refrigeration is changing. Ongoing regulation of refrigerants based upon environmental impact is forcing manufacturers to seek out new solutions. In this course we discuss how refrigerants work and why certain past refrigerants were phased out. We will dive into the most common characteristics and differences between past, current, and future refrigerants.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Refrigerants Overview

Duration 2 hours

0 minutes

Interplay Learning - Refrigeration System Accessories

The Refrigeration System Accessories course dives in to the auxiliary mechanisms one may find in a system. Each of these mechanisms augments the performance of the system in some way, from filter dryers to crank case heaters. Explore each component's function, location, style and application.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Refrigeration System Accessories

Duration 1 hour

0 minutes

Interplay Learning - Refrigerator Troubleshooting

This simulation based course walks you through step by step of how to diagnose and repair 13 common refrigerator problems that you may encounter on the job. You will work through various cases of malfunctioning refrigerators. This is a fun, interactive and effective way to learn how to fix a refrigerator.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Refrigerator Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Refrigerator Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Refrigerator Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Refrigerators Overview

In this course, we're going to be overviewing refrigerators. We'll start off with a lesson where you'll identify the different components of refrigerators and each of their purposes. After that we'll take a deeper dive into the different configurations, discussing installation methods, door styles, and types of refrigerators. Finally, we'll take a look at the operation of refrigerators. You'll learn about the refrigeration process and how these appliances are able to regulate cold temperatures. Following that lesson, we'll conclude with a lesson on the various evaporator and compressor setups, looking at the advantages and disadvantages of each.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Refrigerators Overview

Duration 2 hours

0 minutes

Interplay Learning - Repairing Drywall

This course covers the knowledge tools techniques and safety considerations needed to perform drywall repairs on various-sized holes. Learners will start with an overview of drywall basics. From standard white drywall to specialized variants you'll understand their unique properties and best applications. Safety is paramount so we'll guide you on the importance of protective gear before diving into practical repair methods. Learners will then navigate three scenarios that demonstrate how to spackle patch and repair nail holes small holes under 4 inches and holes larger than 4 inches. We explore the nuances of drywall thicknesses guiding you to choose the right one for your project. With detailed insights into various spackling compounds you'll learn the art of seamless repairs filling cracks and holes with precision. After guided scenarios learners will demonstrate their knowledge by navigating three challenge scenarios and a final knowledge check. Our comprehensive lessons cover three fundamental repair techniques ensuring you're equipped to handle any drywall damage from minor cracks to extensive repairs.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Repairing Drywall

Duration 2 hours

0 minutes

Interplay Learning - Residential A/C Troubleshooting

Learn to troubleshoot common electrical and mechanical faults of a typical split residential Air Conditioning system. This course includes 3D interactive simulations that can be played on a computer or in virtual reality (VR).

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential A/C Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Residential A/C Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential A/C Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Residential Ducted A/C and Heat Pump Installation

This course will provide an overview of the basic steps for installing a residential split system air conditioner. Main topics will include equipment location, system connections, metering devices, refrigerant handling, and evacuation procedures.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential Ducted A/C and Heat Pump Installation

Duration 1 hour

0 minutes

Interplay Learning - Residential Generator Installation

In this course, you will learn how to install a residential generator. Besides learning a valuable new skill, this course will give you a chance to put into practice knowledge and concepts you've already learned about power distribution and good safety practices.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential Generator Installation

Duration 2 hours

0 minutes

Interplay Learning - Residential HVAC Controls

In this course we will explore the function of various HVAC controls and why they are important in the HVAC system. You'll get an overview of electronic thermostats, as well as temperature and safety controls. We'll discuss the function of zoning system controls in a home and the considerations homeowners should make before installation. Lastly, You'll learn how electronic timers and defrost controls operate and how they ensure that the HVAC system runs properly.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential HVAC Controls

Duration 1 hour

0 minutes

Interplay Learning - Residential Hydronic Heating Systems Introduction

Hydronic heating systems provide an economical and environmentally-friendly alternative to forced air systems. Homeowners may choose from a number of heat sources heat emitters and system accessories. In this course you'll identify the major components used in residential hydronic heating systems. You'll recognize the heat source and its nearby components. You'll compare and contrast the different heat emitters used to deliver hot air to the living spaces of homes. You'll understand the fundamental concepts of hydronics and how a hydronic heating system works. Finally you'll describe typical component configurations used to create hydronic heating systems.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee

Languages English

Course Versions
Interplay Learning - Residential Hydronic Heating Systems Introduction
Duration 3 hours

0 minutes

Interplay Learning - Residential Plumbing Introduction

Learn about residential plumbing systems public and private sewage systems what a residential plumber does and exciting career opportunities as a residential plumber.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Residential Plumbing Introduction
Duration 2 hours

0 minutes

Interplay Learning - Residential PVC/ABS Pipe Joining Methods Lab

Within the Residential PVC/ABS Pipe Joining Methods Lab we will explore the solvent welding method for joining PVC and ABS pipes along with the thread adapter method on PVC pipes. Within each scenario you will be guided with simulation-based steps for properly executing solvent welding and applying a thread adapter within a learning lab environment. This course will have you learning the fundamentals of PVC and ABS pipe joining methods before you step out into the field. You will also be reviewing the tools and safety precautions that are needed to complete the joining methods.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Residential PVC/ABS Pipe Joining Methods Lab
Duration 2 hours

0 minutes

Interplay Learning - Residential Split A/C System Commissioning

A brief overview of residential A/C unit commissioning and operational checks. This course will provide an overview of the procedures used to evaluate the overall quality of a newly-installed A/C system, with emphasis on refrigerant piping, condensate removal, electrical wiring and connections, and the start up procedures for the A/C unit and heat pump.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Residential Split A/C System Commissioning
Duration 1 hour

0 minutes

Interplay Learning - Roofing Safety

This roofing safety video course provides a deep understanding of the hazards associated with roofing work and practical strategies to mitigate these risks. This course provides a comprehensive overview of fall protection systems detailing how appropriate use can significantly reduce the dangers of working at elevated heights. Lessons will focus on securing vital roofing equipment such as ladders and scaffolds highlighting potential hazards and outlining safety measures to prevent accidents. Additionally safe roofing operations are examined in-depth emphasizing safe work practices

correct use of personal protective equipment (PPE) and optimal work procedures to ensure a safety-focused roofing operation.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Roofing Safety

Duration 1 hour

0 minutes

Interplay Learning - Rooftop Unit Maintenance

In this series of simulations, we'll demonstrate the proper procedures and techniques for performing preventive maintenance on a rooftop HVAC unit. Now, these procedures are very important to maintain safe operation, proper efficiency, as well as capacity of a rooftop HVAC unit.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Rooftop Unit Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Rooftop Unit Troubleshooting

A rooftop package unit combines both a traditional split AC system and heating system into a single cabinet. They can vary greatly in size, but typically have 2 stages of cooling and 2 stages of heating. They can be equipped with economizers as well. In this course you will learn

how to troubleshoot one of these units. It covers faults in both the cooling stage and heating stage, and will guide you through the process of finding the fault.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Rooftop Unit Troubleshooting

Duration 4 hours

0 minutes

Interplay Learning - Rooftop Unit Troubleshooting Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Rooftop Unit Troubleshooting Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Scissor Lift Safety

This course provides essential training for the safe operation of scissor lifts focusing on key safety practices and industry standards. Learners will identify common hazards associated with their operation and implement effective fall protection measures. The course emphasizes best practices for ensuring stability safe positioning techniques and the importance of conducting regular inspections and maintenance. Through a combination of theoretical knowledge and practical guidelines this course aims to equip workers with the skills and awareness necessary to operate scissor lifts safely and effectively.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Scissor Lift Safety

Duration 1 hour

Interplay Learning - SEER Ratings & AHRI Matchups

In this course we explore industry standard efficiency ratings like SEER and HSPF. We identify the role AHRI plays within the HVAC industry and their impact on positive consumer experience by validating manufacturer equipment specifications.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SEER Ratings & AHRI Matchups

Duration 2 hours

0 minutes

Interplay Learning - SEER2 & Energy Efficiency

This course covers SEER2 what it is and why it's relevant as well as going over the various common energy efficiency terminology. We will also look at energy use labels as well as the different requirements for each individual region.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - SEER2 & Energy Efficiency

Duration 1 hour

0 minutes

Interplay Learning - Site Assessment

This Site Assessment course demonstrates the value of an on-site inspection of a residential solar customer's home in an immersive way. You will teleport around the home to complete a checklist, perform a detailed examination of the roof surfaces and note the types of obstructions and poor roof conditions that may affect module placement. You will assess any dangerous ground or roof situations, gather critical electrical panel parameters, and examine inside the attic - something no aerial based software can possibly do for you.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Site Assessment

Duration 2 hours

0 minutes

Interplay Learning - Solar Basics

Solar Basics 101 is a short introductory course designed to give everyone a broad snapshot of the solar industry and why it is exciting and important. We briefly explain the technology, industry applications, basic components and economics of solar PV.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar Basics

Duration 1 hour

0 minutes

Interplay Learning - Solar Cell Technology

This Solar Cell Technology course builds upon the Foundations of PV course, delving into more detail about the key component that makes up all solar photovoltaic power systems - the solar cell itself. We give a big picture of all the types of cell technologies being worked on today, and then explore in more detail the three main cell types that are currently being widely installed - single crystal silicon, polycrystalline silicon and thin film CdTe.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar Cell Technology

Duration 1 hour

0 minutes

Interplay Learning - Solar Electrical Installation

In Electrical Installation, you move on from the array to complete the assembly of an entire residential system. You begin with a blank wall where you mount the AC disconnect, a revenue grade meter, and a string inverter. Conduit sections are assembled and secured to the roof and walls. You pull wires from the ground all the way up to the array junction box, and then strip and land all your circuit connections on their respective terminals. And you complete your system assembly by placing NEC required labels on all the enclosures and conduit.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar Electrical Installation

Duration 2 hours

0 minutes

Interplay Learning - Solar Inverter Technology

In this Solar Inverter Technology course, we look at some common characteristics and safety behaviors of inverters, as well as how they are becoming more interoperable with the utility by defining the new California Rule 21 specifications. Finally we explore in detail the most common types of technology being installed today - string inverters, microinverters and dc power optimizers.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar Inverter Technology

Duration 1 hour

0 minutes

Interplay Learning - Solar Module Design

In this Solar Module Design course, we examine the construction elements of a standard module, and then explore alternatives to this 40 year old design. We look at alternative module constructions, and explore how modules can be integrated into building structures as shingles and tiles as well as commercial glass walls. We look at details of how modules are framed, and how the cells in the protected circuits are interconnected with different materials and geometries.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar Module Design

Duration 1 hour

0 minutes

Interplay Learning - Solar System Troubleshooting

The Solar System Troubleshooting course you will learn to work backwards from a faulted electrical condition to discover the root cause of your electrical problem. Your primary tools are a digital multimeter and megohmmeter, plus your powers of observation. You work through a wide variety of faulted conditions, including no DC power coming from the solar array, no AC power coming from the utility side, and a ground fault indication. You also deal with a system that is fully operational but is producing too little power. By systematically looking for and eliminating typical mistakes, you eventually get to your root cause.

Duration 4 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solar System Troubleshooting

Duration 4 hours

0 minutes

Interplay Learning - Solar Welcome Assessment

The Solar Welcome Assessment is a multiple choice exam that will test you on all areas of solar knowledge. The results of this assessment will show you the areas of solar skills in which you are strong and areas in which you need work. Don't worry though - we have great training that will teach you everything that is included in the Welcome Assessment.

Duration 0 Hours 30 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Solar Welcome Assessment

Duration 0 hours

30 minutes

Interplay Learning - Solid State Electronics

A brief overview of Solid State Electronics as it relates to the residential HVAC industry. In this course we will explore the application and usage of various solid state electronic devices and how they impact circuits in which they are used. This course is intended to provide a basic understanding of the principles of semiconductors and other solid state components. After an overview of individual components, electromagnetic relays are compared to solid state relays. The course will identify how to use the principles behind symbols and diagrams for wiring and electrical considerations.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No

Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Solid State Electronics

Duration 1 hour

0 minutes

Interplay Learning - Steel Pipe Joining Methods Lab

Within the Steel Pipe Joining Methods Lab we will explore the joining method based on threading steel pipes. Within the scenario you will be guided with simulation-based steps for properly joining steel pipes and fittings within a learning lab environment. This course will have you learning the basic fundamentals of steel pipe joining methods before heading out into the field. You will also be reviewing the tools and safety precautions that are needed to complete the steel pipe joining methods.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Steel Pipe Joining Methods Lab

Duration 2 hours

0 minutes

Interplay Learning - Structural Systems and Building Envelopes

This course is designed to instruct property managers in basic concepts and terminology of structural systems and building envelopes so they can better communicate with building engineers and tradespeople. Throughout this course learners will discover types of structural systems in commercial buildings and evaluate their role in ensuring safety and stability. They will also explore the basic principles of structural engineering including key concepts such as load-bearing capacity structural integrity and load distribution as well as different types of structural loads and forces. Learners will also learn the definition of the building envelope and discuss its function in providing structural support and protection against environmental elements. Finally learners will encounter elements that make up the building envelope and explore how they maintain indoor comfort energy efficiency and structural durability.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Structural Systems and Building Envelopes

Duration 2 hours

0 minutes

Interplay Learning - Symbols and Wiring Diagrams

In the Symbols and Wiring course you will translate everything you've learned about HVACR into symbols on a diagram. From relays and contactors, to safety switches and loads, you will understand the reasoning behind each symbolic representation. After you have mastered symbols, you will move on to wiring diagrams, where you will learn the different formats and their advantages in the field. You will learn the standards of HVACR wiring diagrams, which will prepare you to take on any manufacturer's schematic style. You will use what you have learned throughout the beginning of the course, to transpose real life systems into actual working diagrams.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Symbols and Wiring Diagrams

Duration 2 hours

0 minutes

Interplay Learning - Tankless Retrofit

In this simulation-based course, you'll discover how to install a tankless water heater in the basement of a residential home. This course will walk you through the step-by-step process of how to install a tanked water heater, water piping, gas piping, venting, and condensate piping. With each scenario, you will be guided with realistic steps of interaction to complete the installation process.

Duration 6 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Tankless Retrofit

Duration 6 hours

0 minutes

Interplay Learning - Tankless Water Heater Maintenance

In this course on Tankless Water Heater Maintenance, we will explore the processes for maintaining a tankless water heater unit. With each scenario, you will be guided with simulation based steps for inspecting multiple filters, flushing the heat exchanger as well as checking functionality of the flame rod assembly. You will also utilize the tasks of identifying the different types of water valves and flush valves to complete the maintenance procedures.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Tankless Water Heater Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Tankless Water Heater Troubleshooting

In this course on Tankless Water Heater Troubleshooting we will explore the troubleshooting tasks of a tankless water heater unit. With each scenario you will be guided with simulation based steps to check for key signs of different faults through error codes and visual inspections. You will also utilize procedures of repairing replacing and maintaining components of the tankless water heater.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Tankless Water Heater Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Temperature, Pressure, and Heat

In this course we will begin to study some of the science that supports mechanical refrigeration systems: ranging from the effects of temperature on molecular motion, to the different states of refrigerant within a system. This course covers all the physics necessary to really understand how a system works. An overview of absolute and atmospheric pressure transitions to the Pressure-Temperature relationship of fluid is provided and applied analogously to reading and comprehending pressure gauges.

Duration 2 Hours 0 Minutes
Package Interplay Learning

NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Temperature, Pressure, and Heat

Duration 2 hours

0 minutes

Interplay Learning - The IV Curve

This IV Curves course covers in depth everything you need to know about the IV curve - the most fundamental technical graph in the PV field. The lessons begin with a simple explanation of all the key values that you can get from the curve, how the curve is affected by typical environmental factors like light intensity or irradiance, temperature and solar spectrum, and various test conditions that take these environmental factors into account. Finally, we cover how to use IV curves to learn about an existing system or design a new one. This is a key fundamental course that can firmly ground your understanding of solar PV technology and allow you to understand system performance, sizing and design much better.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
The IV Curve

Duration 1 hour

0 minutes

Interplay Learning - Thermostats and Heating Controls

In the Thermostats and Heating Controls lesson you will learn about the different types of thermostats, how they work and their applications, as well as the standard for wiring color codes in thermostats. You will discover the many types of controls used on gas furnaces and burners

as you view their operations on a wiring diagram. Finally, you will go through some examples of common, complicated issues encountered in the field and realize they're not so complicated after all.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Thermostats and Heating Controls

Duration 2 hours

0 minutes

Interplay Learning - Three and Four-Way Wiring and Installation

In this simulation, we'll learn the fundamentals of three-way and four-way switches. We'll cover the mechanics and inner workings of a switch, the code and safety standards that apply, as well as some common configurations that you'll likely encounter. Using interactive simulations which give you feedback at each step of the way, this simulation will give you a chance to put into practice knowledge and concepts you learn about three-way and four-way switches.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Three and Four-Way Wiring and Installation

Duration 3 hours

0 minutes

Interplay Learning - Toilet Shims

In this blended course we will learn about the purpose of a toilet shim and how to install one. You will have the

opportunity to install a toilet shim on your own while using the appropriate tools from your virtual toolbox. You will also follow the appropriate procedures and guidelines as you complete each step of installation.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Toilet Shims

Duration 1 hour

0 minutes

Interplay Learning - Toilet Troubleshooting and Replacement

In this course, you'll learn how to diagnose and repair 5 of the most common problems that occur with a toilet. Each lesson walks you through in a 3D simulation, with step by step guidance. The faults covered include a damaged wax ring, faulty fill valve, and a broken flapper. Learning is engaging and fun in this toilet troubleshooting course!

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Toilet Troubleshooting and Replacement

Duration 2 hours

0 minutes

Interplay Learning - Toilet Troubleshooting and Replacement Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the

Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Toilet Troubleshooting and Replacement Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Towing a Trailer

Without experience towing a trailer can be one of the more daunting tasks for a tradesperson. To account for the added height weight and length of a trailer there are a few best practices that should be followed. This course will outline the main differences between box and utility trailers how to determine towing capacity and why different hitch types and classes are important. Learners will have an understanding of the proper way to prepare a trailer for towing and best practices for towing a trailer for travel.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Towing a Trailer

Duration 2 hours

0 minutes

Interplay Learning - Trades Math

Knowledge of basic math skills is essential to all the trades. This course will introduce you to common fractions and how to read them. You'll also learn how to convert fractions, decimals and percent. In addition to that, you will be introduced to pressure, temperature, ratios and proportions.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Trades Math

Duration 2 hours

0 minutes

Interplay Learning - Troubleshooting Basic Circuits

Learn the mathematical relationship between volts, amps, and ohms using Ohm's Law. Then apply everything you've learned about combination circuits to diagnose what isn't working on a basic circuit in the Interplay Lab.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Troubleshooting Basic Circuits

Duration 2 hours

0 minutes

Interplay Learning - Troubleshooting Motors

In this course, you will learn how to troubleshoot a major component of any HVAC system. There are a number of things that can go wrong on a motor. This course covers fuses, overloads, windings, capacitors, starting relays, and fan blades. It also dives into electrical meter ratings, voltage imbalances, and offers some quick temporary fixes for seized motors.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Troubleshooting Motors

Duration 2 hours

0 minutes

Interplay Learning - Tub Drain and Seal Repair

In this course we'll be learning about tub drain and seal repair. We'll begin by recalling different types of tubs and showers and we'll identify tools and parts required for the job. Then we'll review best practices for repairing fixtures in occupied homes. Next we'll get hands-on in our simulations by applying repairs to a tub overflow assembly and its slip joints. Additionally we'll complete an access panel installation. We'll also repair seals between a tub and a wall and on a tub drain. We'll wrap up by checking our work to make sure everything is working properly.

Duration 3 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Tub Drain and Seal Repair

Duration 3 hours

Interplay Learning - Tubular and Fixture Trim

In this course you're going to learn about the small pipes that transfer water to and from plumbing fixtures. It begins with a couple lessons discussing tailpieces and

traps, exploring the many materials, types and applications. These lessons will teach you how to properly configure tubular pipes in addition to some common errors to avoid. After that, you'll take a look at the supply side to learn about the various supply trim parts, including supply lines and shut off valves. This short course will help you to choose the right trim parts to make sure your fixture works effectively as it's intended to.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Tubular and Fixture Trim

Duration 2 hours

0 minutes

Interplay Learning - Understanding Maintenance Strategies

This course is designed to help learners grasp a general overview of the different maintenance strategies organizations use to keep equipment machinery infrastructure and other assets in good working condition. Learners will also be able to compare maintenance strategies and decide which strategy would be best for certain applications.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Understanding Maintenance Strategies

Duration 1 hour

Interplay Learning - Understanding Situational Awareness

Enhance your ability to navigate workplace environments with this Understanding Situational Awareness course. Learn to sharpen your senses recognize potential risks and make informed decisions to ensure safety in a professional setting. Delve into the factors that can hinder situational awareness such as complacency multitasking and distractions and discover strategies to mitigate these challenges.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Understanding Situational Awareness

Duration 1 hour

0 minutes

Interplay Learning - Understanding Stop Work Authority

Learn the safety protocol of stop work authority that empowers employees to halt work activities when imminent danger is perceived. Explore the principles underlying stop work authority emphasizing safety as a collective responsibility and fostering a culture of accountability and empowerment. Gain insight into universal themes in stop work authority protocols from recognizing a hazard to final documentation.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Understanding Stop Work Authority

Duration 1 hour

0 minutes

Interplay Learning - Utility Solar Installation: Panel Installation and Wire Management

This course provides an in-depth exploration of utility-scale solar panel installation focusing on both fixed-tilt and single-axis tracker systems. Through an informative video lesson and four immersive simulations you will learn the essential steps of the installation process including panel mounting and effective wire management. Gain practical insights into best practices safety protocols and the tools and equipment needed to ensure efficient and compliant solar installations. Equip yourself with the knowledge and skills to excel in the growing field of solar energy.

Duration 2 Hours
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Utility Solar Installation: Panel Installation and Wire Management

Duration 2 hours

Interplay Learning - Utility Solar Installation: Racking Systems

In this course you'll explore utility-scale solar racking structures. from different types to the installation process and the tools needed for utility-scale solar installation. This course covers the essential components of solar racking structures for utility-scale installations including fixed-tilt and single-axis tracker systems. The course features an informative video lesson and two immersive installation scenarios one for a fixed-tilt system and one for a single-axis tracker system guiding you through the installation process. You'll gain insights into the tools equipment and PPE necessary for

successful installations while understanding best practices to ensure precision and efficiency. Enhance your skills with practical hands-on experience in a virtual environment designed to prepare you for real-world challenges in solar energy projects.

Duration 1 Hour
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Utility Solar Installation: Racking Systems

Duration 1 hour

Interplay Learning - Variable Refrigerant Flow (VRF) System Overview

In this course on VRF System Overview, we will explore the key processes, the different types as well as the components of the Variable Refrigerant Flow system. Within this instructional video, you will be able to identify the three common types of VRF systems such as the Heat Recovery System. You will also be able to describe the heating and cooling distribution of the VRF System through its most utilized components and refrigerant phase changes.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Variable Refrigerant Flow (VRF) System Overview

Duration 1 hour

0 minutes

Interplay Learning - Variable Refrigerant Flow (VRF) Troubleshooting

In this advanced course on Variable Refrigerant Flow (VRF) Troubleshooting we will explore the troubleshooting tasks of a VRF system. This system consists of three multiple units: Outdoor Unit Indoor Unit and Mode Selector Box. All together these units work together to complete the heating and cooling processes needed within the areas of commercial buildings. With each scenario you will be guided with simulation based steps to check for key signs of different faults through error codes electrical measurements and visual inspections. You will also utilize procedures for repairing parts replacing components and maintaining the VRF system.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Variable Refrigerant Flow (VRF) Troubleshooting

Duration 3 hours

0 minutes

Interplay Learning - Variable Speed Technology in HVAC Systems

Variable speed technology is revolutionizing how we heat and cool our homes offering energy-efficient solutions that adapt to specific needs. This comprehensive video course will dive into the diverse variable speed options available for residential HVAC applications from blower motors to inverter-driven compressors and learn to make informed recommendations to meet your customers' unique requirements. It begins with an overview of variable speed technology and how it's used in residential HVAC systems. From there we delve into the different types of applications that use variable speed technology. Lastly we will look at the advantages and disadvantages of the different types of variable speed technology. This course

concludes with special considerations for installing servicing and maintaining variable-speed HVAC applications.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Variable Speed Technology in HVAC Systems

Duration 2 hours

0 minutes

Interplay Learning - Vehicle Backing Safety

Backing up takes a lot of work. Driving a truck or tractor-trailer is skilled work that takes practice and concentration. Driving in reverse – with less visibility and steering control – is even trickier. In this course, you will learn that backing up is one of the most dangerous moments in your driving day, and the skills and techniques for backing up trucks and trailers, including how to use mirrors and visual inspections to compensate for blind spots, and how to maintain steering control.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Vehicle Backing Safety

Duration 1 hour

0 minutes

Interplay Learning - Vehicle Incident Response

This course on Vehicle Incident Response covers the ideal procedures and best practices that should be followed if you are involved in a vehicle incident.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Vehicle Incident Response

Duration 1 hour

0 minutes

Interplay Learning - Vertical Transportation

This course focuses on the vertical transportation systems commonly found in commercial buildings. Learners will gain an understanding of the different types of elevators escalators and lifts and the designs and components of each type of vertical transportation.

Duration 2 Hours 0 Minutes
Package Interplay Learning
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee All
Languages English

Course Versions
Interplay Learning - Vertical Transportation

Duration 2 hours

0 minutes

Interplay Learning - VRF Outdoor Unit Maintenance

In this course on VRF Outdoor Unit Maintenance, we will explore processes of the inspection and cleaning for a VRF Outdoor Unit during maintenance. With each scenario, you will be guided with simulation based steps to visually inspect and properly clean coils, fan blades as well as the area around the circuit board. You will also be simulating routine system checks for consistent peak performance of the VRF Outdoor Unit.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
VRF Outdoor Unit Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Walk-in Freezer Maintenance

In this series of short simulations, you'll have the opportunity to perform various maintenance procedures on a walk-in freezer. These important procedures will ensure proper system performance as well as maintain energy efficiency. You'll gain experience with coil cleaning, measuring system pressures and performance electrical checks, checking for moisture in the compressor oil, as well as verifying proper operation of the defrost system.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Walk-in Freezer Maintenance

Duration 3 hours

0 minutes

Interplay Learning - Walk-in Freezer Troubleshooting

In this course, we learn the most common walk-in freezer system failures. We describe how to diagnose

and fix them reliably and safely. We identify the symptoms of the most common failures, and we get hands-on experience diagnosing and repairing those problems using a 3D simulation program. We practice a repeatable process so that we can diagnose problems reliably. We recognize the common risks of walk-in freezer system repair so that we can fix problems safely.

Duration 8 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Walk-in Freezer Troubleshooting

Duration 8 hours

0 minutes

Interplay Learning - Washer Diagnostics

This simulation-based course walks you through step by step of how to diagnose and repair 19 common washer problems that you may encounter on the job. You will work through various cases of malfunctioning washer. This is a fun, interactive and effective way to learn how to fix a washer.

Duration 8 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Washer Diagnostics

Duration 8 hours

0 minutes

Interplay Learning - Washer Diagnostics Assessment Simulation

This is an assessment simulation, where you'll use the steps and skills you've learned and practiced on the

Interplay platform to determine the fault and fix each scenario. Use the bottom tool bar to navigate around the environment, inspect components, access tools, and view diagrams. This is designed to mimic a real-world scenario, so there's no step by step guide giving you instructions for how to troubleshoot the scenario.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Washer Diagnostics Assessment Simulation

Duration 1 hour

0 minutes

Interplay Learning - Water Heater Maintenance

Understanding how to properly maintain a water heater is essential for the best performance as well as prolonging its life. This course dives into the basic maintenance procedures you'll need to know on the job, as well as what happens when they're not done. It begins with exploring what happens when sediment collect and how to flush it out. It then concludes with a section on locating, removing and replacing anode rods. This course is a great tool to learn these essential skills.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Water Heater Maintenance

Duration 2 hours

0 minutes

Interplay Learning - Water Treatment and Well Systems

This course covers the set up and application of various water treatment devices in addition to the operation of wells and what treatment methods you may need for them. First, you'll learn about the preparation necessary to determine the kind of water treatment needed, including how to utilize a water quality test to make the best choice. After that we'll look at how the water treatment equipment functions, how it affects water, and the reasons you may consider installing it. Finally, you'll learn about wells and how they work, in addition to why certain water treatment methods are more applicable to them.

Duration 2 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Water Treatment and Well Systems

Duration 2 hours

0 minutes

Interplay Learning - What is HVAC?

Are you new to the HVAC industry? This course is a great place to start. It covers general information on the industry, systems and components, and explains how an HVAC system heats and cools a house.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
What is HVAC?

Duration 1 hour

0 minutes

Interplay Learning - Wire Types and Sizes

This Wire Types and Sizes course lays out everything you need to know about wires and conductors to be successful in the electrical industry. The different sizes and structures of wires as well as code designations will be covered. The course begins with an explanation of the American Wire Gauge system followed by a discussion of the different types of strands and how to understand code designations to identify the properties of the cable. The common cables encountered in the industry are described including NM-B and Metal-clad cable. By the end of this course you will have a much better understanding of the wires and cables you'll work with every day.

Duration 3 Hours 0 Minutes
Package Interplay Learning
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Wire Types and Sizes

Duration 3 hours

0 minutes

Interplay Learning - Working on a Team

This course is designed to equip technicians in any skilled trades industry with the tools and strategies necessary to effectively collaborate on a team. Throughout this course, learners will explore how to define their roles and responsibilities on a team, as well as how to implement ongoing training and development opportunities to hone their skills. Additionally, they will discover how to improve their communication techniques and adapt to changing circumstances.

Duration 1 Hour 0 Minutes
Package Interplay Learning
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Working on a Team

Duration 1 hour

0 minutes

Interplay Learning - Worst Case CAZ Depressurization

Field practitioners from Interplay and BPI have brought together this exciting introduction to Worst Case Depressurization. Proper ventilation is an important aspect of HVAC vitally important when carbon monoxide levels or CO levels reach unacceptable levels due to naturally occurring spillage and draft compounded by depressurization that exceeds recognized limits. In this video and simulation course we will simulate the steps involved in conducting a Worst Case Depressurization measurement part of a larger Combustion Safety Test specifically ANSI BPI and ACCA Standard 12 Home Evaluation and Performance Improvement and other coursework. You'll finish with a challenge simulation to find the Worst Case Depressurization measurement for a new house.

Duration 1 Hour 0 Minutes
Package Interplay Learning
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning - Worst Case CAZ Depressurization

Duration 1 hour

0 minutes

Interplay Learning: Office Ergonomics

Office ergonomics is the science of designing workspaces to optimize employees' well-being comfort and efficiency. It focuses on creating a harmonious interaction between individuals and their work environment encompassing factors such as workstation design and the surrounding environment. In this course we'll explain how to set up your workstation in an ergonomic way and show how you can make adjustments to your environment to support your well-being.

Duration 1 Hour 0 Minutes
NAA CEC Credits Available No
Records Score No
Content Provider Interplay Learning
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
Interplay Learning: Office Ergonomics

Duration 1 hour

0 minutes

Interviewing Series

An interview is your first chance to get to know a person who might become your next top contributor. But how do you sort out the best from the rest? In addition to learning more about the benefits of good interview skills, this course will boost your aptitude in planning your interview process and strategy, preparing questions that focus on what you need to know, conducting interviews and evaluating a candidate's responses.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available Yes
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Interviewing Series

Duration 1 hour

5 minutes

Introduction to Entrata

Introduction to Entrata: Navigation Structure, Entrata Dashboard, Main Navigation, Help & Support

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available

Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Entrata

Duration 0 hours

30 minutes

Introduction to Social Media

There is no doubt about it, social media has taken the Internet and popular culture by storm. But what exactly is social media and what practical applications are there for the multifamily industry?

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Introduction to Social Media

Duration 0 hours

35 minutes

Involuntary Terminations

Caring about each team member's success is necessary for being a good leader. That's what makes terminating team members one of the hardest things that managers sometimes have to do, even for serious behavior violations. You owe it to yourself and those team members to do the job well and do it right. It starts with knowing the legalities involved, then carefully weighing the decision, getting your procedural ducks in a row, conducting the meeting and, finally, closing the loop with the rest of your team.

35 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Involuntary Terminations

35 minutes

Ladder Safety 1: Best Practices

Thousands of injuries and fatalities occur each year due to improper ladder use. Learn the common hazards, OSHA rules, and best practices to keep yourself and your community safe when using ladders.

Duration 0 Hours 15 Minutes
Package Essentials
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
Ladder Safety 1: Best Practices

Duration 0 hours

15 minutes

Ladder Safety 1: Best Practices - Spanish

Duration 0 hours

15 minutes

Ladder Safety 2: Choosing a Ladder

Building upon our Ladder Safety 1: Best Practices course, you'll learn how to choose the best ladder for the job.

Duration 0 Hours 15 Minutes
Package Essentials
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
Ladder Safety 2: Choosing a Ladder

Duration 0 hours

15 minutes

Ladder Safety 2: Choosing a Ladder - Spanish

Duration 0 hours

15 minutes

Lead Poisoning Awareness

This course is designed as a primer for lead poisoning awareness and meets the Occupational Safety and Health Administration requirements for lead safety training. OSHA requires employers whose workplaces have any risk of lead exposure provide their employees access to content in appendices A and B of the OSHA Lead Regulations.

Duration 2 Hours 0 Minutes
Package Essentials
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
Lead Poisoning Awareness

Duration 2 hours

0 minutes

Lead Poisoning Awareness - Spanish

Duration 2 hours

0 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

Leadership Booster: Building Psychological Safety in Teams

Psychological safety contributes to teamwork and employee well-being. In this booster, you'll learn how to promote psychological safety in your workplace.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Building Psychological Safety in Teams

Duration 0 hours

5 minutes

Leadership Booster: Communication Skills for Supervisors

Being able to communicate and connect with people is essential to being a successful supervisor. In this booster, you'll practice effective communication.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Communication Skills for Supervisors

Duration 0 hours

5 minutes

Leadership Booster: Leading with Empathy

Empathy is an important leadership skill that can help improve employee motivation, engagement, and retention. In this booster, you'll learn tips for showing empathy to associates.

Duration 0 Hours 5 Minutes
Package Essentials
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
Leading with Empathy

Duration 0 hours

5 minutes

Leadership Booster: Preventing Toxic Workplace Cultures

In this booster, you'll learn how to recognize toxic behavior and steps you can take to contribute to a positive workplace culture.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Preventing Toxic Workplace Cultures

Duration 0 hours

5 minutes

Leadership Booster: Psychological Safety Quick Quiz

In this learning booster, you will learn more about psychological safety by completing a quest game.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee Supervisor
Languages English

Course Versions
Psychological Safety Quick Quiz

Duration 0 hours

5 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

Leadership: Profiles in Multifamily Housing

Whether you want to become a leader or to strengthen your leadership skills, you will benefit from examining the qualities and actions that are common to effective leaders. This course will allow you to develop and enhance your own leadership abilities.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Leadership: Profiles in Multifamily Housing

Duration 1 hour

0 minutes

Leap Agile Rent Guaranty 101, Student Housing

This course is an introduction to the Leap Agile Rent Guaranty for Student Housing Clients. In this course, you will be introduced to the Leap Agile Rent Guaranty and learn the benefits for your leasing and marketing efforts to approve applicants without the need of a traditional guarantor!

Duration 0 Hours 10 Minutes
Package Leap
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Agile Rent Guaranty, Conventional Housing

Duration 0 hours

15 minutes

Leap Agile Rent Guaranty 102, Student Housing

This course is designed for managers or any on-site leasing team members who are involved in the lease approval, rent payment, collection process, or bookkeeping. Learn the administrative aspects of Leap at your Student Housing Community!

Duration 0 Hours 10 Minutes
Package Leap
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Agile Rent Guaranty 102, Student Housing

Duration 0 hours

10 minutes

Leap Deposit Replacement Commercial, Conventional Housing

Learn the essentials of using Leap Deposit Replacement Commercial (LDR-C) at your Conventional Housing Community.

Duration 0 Hours 15 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Deposit Replacement Commercial, Conventional Housing

Duration 0 hours

15 minutes

Leap Agile Rent Guaranty, Conventional Housing

Learn the essentials of using Leap Agile Rent Guaranty at your Conventional Housing Community! Understand the impact of using Rent Guaranty to lease to a larger pool of qualified applicants and approving residents who were declined for purposes of income or credit. Learn the administrative items associated with this program so you can manage Rent Guaranty seamlessly in your daily operations at your Conventional Housing Community!

Duration 0 Hours 15 Minutes
Package Leap
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Leap Deposit Replacement Surety, Conventional Housing

Learn the essentials of using Leap Deposit Replacement Surety (LDR-S) at your Conventional Housing Community! Master the benefits of LDR-S to reduce move-in costs for your approved or conditionally approved applicants.

Duration 0 Hours 15 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Deposit Replacement Surety, Conventional Housing

Duration 0 hours

15 minutes

Leap Guarantor Waiver Program 101, Student Housing

Say "hello" to the Guarantor Waiver Program and "WAIVE" goodbye to guarantors! This course introduces you to the Leap Guarantor Waiver Program (GWP) for full-time student renters. This third-party guarantor service will allow you to approve student leases without the need for a traditional guarantor. By the end of this course, you will gain an understanding of the relationship between Leap, the property, and the resident and be able to use the program in your daily leasing initiatives!

Duration 0 Hours 10 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Guarantor Waiver Program 101, Student Housing

Duration 0 hours

10 minutes

Leap Guarantor Waiver Program 102, Student Housing

This training is for on-site managers who need to understand the administrative items associated with the Leap Guarantor Waiver Program (GWP) for student applicants. Learn how to master the benefits of GWP for your daily property operations.

Duration 0 Hours 10 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management

Supervisor/Employee All
Languages English

Course Versions
Leap Guarantor Waiver Program 102, Student Housing

Duration 0 hours

10 minutes

Leap Insurance Claims, Conventional Housing

Learn the essentials of using Leap Insurance to submit claims and protect your Conventional Housing Community in the event of a tenant default!

Duration 0 Hours 10 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Insurance Claims, Conventional Housing

Duration 0 hours

10 minutes

Leap Insurance Claims, Student Housing

When a lease is approved with Leap it is now protected with insurance, learn the essentials of Leap Insurance Claims in this course so that you can recover loss in the event of tenant default at your Student Housing Community.

Duration 0 Hours 10 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
Leap Insurance Claims, Student Housing

Duration 0 hours

10 minutes

Leasing 101 Series

Watch the debut season of The Crew, a multi-episode series starring the leasing team of The Heights apartment community. Discover the secrets of successful leasing pros Maria, Sam, Rachel, and Diane as they journey from the initial inquiry to closing stages. They'll share their best practices for communicating with prospective residents and teach important procedures to ensure safety during tours. Then, test your knowledge with question-and-answer activities to prove you have what it takes to close the deal.

Duration 1 Hour 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 101 Series

Duration 1 hour

10 minutes

Leasing 201 Series

Watch the second season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane dive into the details of best practice techniques for initial inquiries. Discover the advanced skills successful leasing consultants use to understand needs, customize the experience, and act as trusted advisors while responding to a variety of internet leads and telephone inquiries. Then, test your knowledge and show off your inquiry response skills with a fan Q&A challenge.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes

Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 201 Series

Duration 1 hour

5 minutes

Leasing 202 Series

Catch the third and final season of The Crew, as The Heights leasing pros Maria, Sam, Rachel, and Diane explore best practice techniques for touring, closing, and following-up. Watch as the crew flexes their leasing muscles and differentiates their community by skillfully reading customer cues, using trial closing techniques, and reframing objections. And, don't miss the final moment when Diane reveals her team's secrets to their success. Then, see if you have what it takes to stand above the competition with a fan Q&A challenge.

Duration 0 Hours 55 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score Yes
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Leasing 202 Series

Duration 0 hours

55 minutes

Leasing Series 1: Planning & Preparation

Consider this course the ultimate leasing primer. We'll cover leasing basics, the tools you'll use every day, and provide you with a general overview of federal fair housing laws. Recommended for all leasing associates and supervisors.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill

Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 1: Planning & Preparation

Duration 0 hours

30 minutes

Leasing Series 2: Inquiry to Appointment

Prospective residents will come to you in-person, by phone, email, or even by Facebook. In this course, you'll learn how to encourage a prospective resident to take a community tour. Recommended for all leasing associates and supervisors.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Leasing Series 2: Inquiry to Appointment

Duration 1 hour

0 minutes

Leasing Series 3: Touring the Community

Now that you've successfully encouraged a prospect to visit your community, we'll review winning strategies for touring your community, making interesting and valuable conversation with your customer along the way...

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

Course Versions
Leasing Series 3: Touring the Community

Duration 0 hours

30 minutes

Leasing Series 4: Closing & Follow-Up

Everything from the inquiry to the tour has been leading up to this moment: it's time to close the sale. You need to transition from showcasing your community to securing a commitment from the prospective resident.

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

Course Versions
Leasing Series 4: Closing & Follow-Up

Duration 0 hours

30 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

Maintenance For Office Staff

The goal of this course is to improve the working relationship between the office staff and the maintenance teams. Gain a better understanding of the maintenance activities required to successfully run an apartment community.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Maintenance For Office Staff

Duration 1 hour

0 minutes

Making a Service Video Tutorial

In this difficult time, the normal service that maintenance professionals provide to residents has changed. Many companies are looking for ways to respond to service requests in a way that helps minimize potential exposure to the novel coronavirus that causes COVID-19. Chances are, you've watched how-to videos on YouTube. After taking this course, you'll be able to make video tutorials and upload them to YouTube for your residents.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill

Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Making a Service Video Tutorial

Duration 0 hours

15 minutes

Making a Service Video Tutorial - Spanish

Duration 0 hours

15 minutes

Managing Leads in Entrata

Managing Leads in Entrata: Exploring the lead profile; Using Contact Points; Communicating with a lead

Duration 0 Hours 30 Minutes
Package Entrata Application Training
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score Yes
Content Provider Entrata
Subject Property Management Solutions
Supervisor/Employee Employee
Languages English

Course Versions
Managing Leads in Entrata

Duration 0 hours

30 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 Essentials
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

Marketing for Affordable Communities

The multifamily industry is changing and affordable housing communities need to adapt to stay competitive. In this course, you will learn how to use demographics and competition evaluations as you explore various marketing tactics for your community.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Marketing for Affordable Communities

Duration 2 hours

0 minutes

Marketing Principles for Multifamily Housing

Marketing Principles for Multifamily Housing will allow you to expand your knowledge of the discipline of marketing and learn how to apply this knowledge specifically to the apartment industry.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Marketing Principles for Multifamily Housing

Duration 2 hours

0 minutes

NAA Mini-Webinar: Maintaining Healthy Relationships During Stressful Times

An in-depth presentation of how to keep relationships healthy amid the stresses of COVID-19. Presented by Rommel Anacan, President of The Relationship Difference. Released April 1, 2020.

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

Course Versions
NAA Mini-Webinar: Maintaining Healthy Relationships During Stressful Times

Duration 0 hours

15 minutes

NAA Mini-Webinar: Self-Service Tours: Creating a High-Touch Experience in a No-Contact World

NAA takes a look at self-service tours and how to create a great experience in a no-contact world. Presented by Kristi Fickert, Senior Vice President of Engagement and Growth for 30 Lines. Length: 12 minutes. Released April 24, 2020.

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

NAA Mini-Webinar: Virtual Leasing: Providing Excellent Service

NAA offers guidance for best practices concerning virtual leasing. Presented by Christi Wedel, Training Manager for PRESIDIUM. Released April 6, 2020.

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

Course Versions
NAA Mini-Webinar: Virtual Leasing: Providing Excellent Service

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 employe 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

Onboarding Series

New team member onboarding is often thought of as a first-day-of-work event involving HR paperwork, a tour and meeting the team. But onboarding is much more than that and can be a crucial part of ensuring a new team member's success and retention. Find out what true onboarding is, what it delivers that a simple one-day orientation does not, why and how to pave the path with preboarding, and the important components of an onboarding process from day one through the following weeks and months.

Duration 1 Hour 0 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Onboarding Series

Duration 1 hour

0 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

Performance Management

Being a supervisor means being held responsible for the behavior, success, and failure of your associates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Performance Management

Duration 1 hour

0 minutes

Preparing a Perfect Market Ready Apartment

In this course, you will learn that there's nothing more important to residents than the quality of their homes. How you prepare and present your community's vacant apartment homes can lead to signed leases and lasting residents.

Duration 2 Hours 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee All
Languages English, Spanish

Course Versions
Preparing a Perfect Market Ready Apartment

Duration 2 hours

0 minutes

Preparing a Perfect Market Ready Apartment - Spanish

Duration 2 hours

0 minutes

Preventative Maintenance

The goal of this course is to help you design, implement, and maintain an effective Preventative Maintenance Program so that you may protect the life and value of your community and ensure a satisfactory living experience for your residents.

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

Course Versions
Preventative Maintenance

Duration 1 hour

0 minutes

Preventative Maintenance - Spanish

Duration 1 hour

0 minutes

Preventing Workplace Violence

In this course, learn how to prevent workplace violence with environmental controls, security measures, situational awareness, and support services for employees. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.

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

Course Versions
Preventing Workplace Violence

Duration 0 hours

20 minutes

Preventing Workplace Violence - Spanish

Duration 0 hours

20 minutes

Property Management Financials

Learn how to manage the financial performance of your community in order to maximize value and earn a positive return on investment. For a more personalized learning experience, we recommend that participants have access to their community's Profit and Loss (P&L) statement during the course. While not required, having this information on hand will allow you to apply the course concepts directly to your community, making the exercises more relevant and impactful

Duration 1 Hour 15 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
2
Records Score Yes
Content Provider Grace Hill
Subject Property Operations
Supervisor/Employee Supervisor
Languages English

Course Versions
Property Management Financials

Duration 1 hour

15 minutes

Quick Start: Curb Appeal

Curb AppealCurb appeal is your first chance to impress current and prospective residents in your community. In this course, you'll enhance your curb appeal by learning how to showcase your best features when it comes to: - Signage - Community cleanliness - Parking areas - Landscaping - Building & vehicle upkeep

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
        Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Curb Appeal

Duration 0 hours

15 minutes

Quick Start: Curb Appeal - Spanish

Duration 0 hours

15 minutes

Quick Start: Customer Service

Communities that provide top-notch customer service most often have higher levels of resident satisfaction. In this course, you'll learn how to: -Best present your community during customer interactions. -Engage with current and prospective residents during tours and community events. -Respond on social media. -Handle resident concerns and maintenance requests.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Customer Service

Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Customer Service

Duration 0 hours

15 minutes

Quick Start: Customer Service - Spanish

Duration 0 hours

15 minutes

Quick Start: Make Ready Process

Presenting a new resident with the perfect apartment on move-in day should always be one of your goals. In this course, you'll learn how to create a punch list of concerns during a move-out inspection. Topics include: - Overall unit condition - Maintenance issues - Cleanliness - Carpet

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Maintenance
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Make Ready Process

Duration 0 hours

15 minutes

Quick Start: Make Ready Process - Spanish

Duration 0 hours

15 minutes

Quick Start: Onsite Sales

Successfully closing a sale begins with you. In this course, you'll learn how to: - Professionally greet everyone who enters the office. - Gather information and demonstrate the perks of your community. - Overcome objections and deliver a stellar sales close. - Follow up with customers to build strong relationships.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

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

Course Versions
Quick Start: Onsite Sales

Duration 0 hours

15 minutes

Quick Start: Onsite Sales - Spanish

Duration 0 hours

15 minutes

Quick Start: Resident Retention

Are your residents renewing their leases? In this course, you'll learn how to: - Decrease turnover and its associated costs. - Identify the reasons for turnover through competitive rates and customer service. - Enhance your community's features and amenities to attract long-term residents.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Resident Retention

Duration 0 hours

15 minutes

Quick Start: Resident Retention - Spanish

Duration 0 hours

15 minutes

Quick Start: Telephone Techniques

It's a fact of multifamily life that you'll spend a lot of your day communicating by phone. In this course, you'll learn how to: - Properly and professionally answer telephone calls. - Build rapport and identify the caller's needs. - Effectively handle customer objections. - How to successfully close via phone.

Duration 0 Hours 15 Minutes

Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Quick Start: Telephone Techniques

Duration 0 hours

15 minutes

Quick Start: Telephone Techniques - Spanish

Duration 0 hours

15 minutes

Recognizing and Overcoming Racial Bias

Have you ever thought about hidden biases you may have? You may not even realize you have any. Consciously, we think racism is wrong, but much of the time our brain is operating in our subconscious and this is where unconscious biases can influence our behavior without us being aware. This course will help you define and identify biases, particularly racial biases, and give you some practical strategies for overcoming them. You will also have an opportunity to take action and create stronger connections and improve your relationships with others.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Recognizing and Overcoming Racial Bias

Duration 1 hour

0 minutes

Recognizing and Responding to Microaggressions

You may be surprised at how big an impact small, negative comments or gestures can have on your colleagues. Microaggressions can happen accidentally or on purpose, and while it might be tempting to overlook them as minor, these acts can have life-changing impacts on the victim's physical and mental well-being. This course will help you to understand the negative effects microaggressions can have on people, and give you some practical strategies for identifying when and how to respond to them if they are targeted at you. You will also learn ways to avoid committing microaggressions and strategies to rectify the situation if you find you have.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Recognizing and Responding to Microaggressions

Duration 1 hour

0 minutes

Recruiting Series

Recruiting is the first step in building a winning team. Strong recruiting strategies lay the foundation for a sustainable competitive advantage. This recruiting series will take you through the process, helping you strengthen your image as an employer and frame your Value Proposition. You will learn how to generate the strongest pool of candidates and find the right players to elevate your team to championship level.

Duration 1 Hour 25 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Recruiting Series

Duration 1 hour

25 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 Essentials
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

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

Renewals Series

More often than not, sales teams put most of their effort into new leases because apartment tours, applications and prospect follow-ups are time-intensive. However, renewing residents are the heart and soul of any successful community. They're the ones who plant roots and help shape the community's environment. Unfortunately, managing the renewal process is sometimes treated as an afterthought. It's crucial to effectively and strategically manage renewal timing, communications and operations for residents whose leases are expiring.

Duration 1 Hour 0 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Property Operations
Supervisor/Employee Employee
Languages English

Course Versions
Renewals Series

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

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

Resident Retention

Resident Retention strategies from industry expert Mindy Williams. Real life examples and methods for increasing your resident retention.

Duration 1 Hour 30 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Resident Retention

Duration 1 hour

30 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 Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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 a overview of retaliation in the workplace, including what to do if you experience retaliation, and, as a supervisor, what you can to avoid retaliation.

Duration 0 Hours 20 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
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

Risk Management 1: Risk Assessment

Risk management protects residents, employees, management, and the multifamily community from hazards and loss. In this course, you will explore methods for assessing risk and analyzing risk management strategies.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Risk Management 1: Risk Assessment

Duration 0 hours

15 minutes

Risk Management 1: Risk Assessment - Spanish

Duration 0 hours

15 minutes

Risk Management 2: Protecting People

Risk management techniques have one main goal: protecting assets. In the multifamily industry, the most important asset of all is people. In this course, you will learn how to minimize the risks both your team and customers face.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Risk Management 2: Protecting People

Duration 0 hours

15 minutes

Risk Management 2: Protecting People - Spanish

Duration 0 hours

15 minutes

Risk Management 3: Protecting Property

The purpose of risk management is to protect assets from harm. This course will focus on minimizing risks to the physical property and financial resources of a community.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management

Supervisor/Employee All
Languages English, Spanish

Course Versions
Risk Management 3: Protecting Property

Duration 0 hours

15 minutes

Risk Management 3: Protecting Property - Spanish

Duration 0 hours

15 minutes

Risk Management 4: OSHA Compliance

The Occupational Safety and Health Administration, or OSHA, has many standards in place that are intended to protect workers from on-the-job hazards. From fall protection to handling and exposure to chemicals, OSHA's regulations are intended to mitigate workplace risk. In this course, we'll take a look at several standards that apply to the multifamily industry.

Duration 0 Hours 15 Minutes
Package Risk Management Series
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Crisis Management
Supervisor/Employee All
Languages English, Spanish

Course Versions
Risk Management 4: OSHA Compliance

Duration 0 hours

15 minutes

Risk Management 4: OSHA Compliance - Spanish

Duration 0 hours

15 minutes

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

Safety Booster: Safety While Leasing

Studies show that people who work with the public are at greater risk of workplace violence. You can reduce your risk by consciously and consistently keeping safety in mind. In this learning booster, you'll learn tips for conducting leasing tours safely.

Duration 0 Hours 5 Minutes
Package Essentials
Records Score No
Content Provider Grace Hill
Subject Safety
Supervisor/Employee Employee
Languages English

Course Versions
Safety Booster: Safety While Leasing

Duration 0 hours

4 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: 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

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: 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

Sales Performance Improvement and Coaching 1: Introduction

This introduction to the program discusses the fundamentals of a sales approach that is authentic, effective, and prospect-centered and introduces each of the 4 distinct segments of the program: discovery, inquiry, advocacy, and implementation.

Duration 0 Hours 40 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 1: Introduction

Duration 0 hours

40 minutes

Sales Performance Improvement and Coaching 2: Discovery

This course will prepare you for the first contact with a prospective resident, help you align yourself to their position in their decision cycle, and show you how to apply the key elements of the Discovery segment to your sales approach.

Duration 0 Hours 30 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 2: Discovery

Duration 0 hours

30 minutes

Sales Performance Improvement and Coaching 3: Inquiry

This course introduces the essential elements of the Inquiry segment, including asking questions and building trust, identifying shopping styles and tailoring your sales approach, using resonating questions, and identifying key decision drivers.

Duration 0 Hours 40 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 3: Inquiry

Duration 0 hours

40 minutes

Sales Performance Improvement and Coaching 4: Advocacy

This course covers key elements of the Advocacy segment, including the importance of understanding buyer psychology and mirroring a prospect's shopping style, techniques to help you manage conversations around price, and how to conduct an effective tour.

Duration 0 Hours 25 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 4: Advocacy

Duration 0 hours

25 minutes

Sales Performance Improvement and Coaching 5: Implementation

This course covers key elements of the Implementation segment, including when and how to ask for the lease, common reasons for decision reluctance and how to handle common scenarios, and how to effectively advance the conversation with prospective residents.

Duration 0 Hours 25 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 5: Implementation

Duration 0 hours

25 minutes

Sales Performance Improvement and Coaching 6: Capstone Mystery Tour

Learning to successfully execute this contemporary sales approach takes practice. In this final capstone activity, you will have the opportunity to practice what you have learned in a real-world leasing scenario.

Duration 1 Hour 0 Minutes
Package Sales Performance Improvement and Coaching Series
NAA CEC Credits Available no
Language Support Tool Not Available
Records Score No
Content Provider D2Demand
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Sales Performance Improvement and Coaching 6: Capstone Mystery Tour

Duration 1 hour

0 minutes

Select a Candidate, Make an Offer Series

When the dust settles from interviews, you may have one stand-out candidate, or you may have many. To make a final decision, you'll want to compare candidates against your list of necessary skills, look for a culture match, and do background and reference checks. This series will hone those skills, help you compose a compelling offer and reel in your new team member.

Duration 1 Hour 0 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Select a Candidate, Make an Offer Series

Duration 1 hour

0 minutes

Self-Guided Tours Series

Whether your community already offers self-guided tours or is just exploring the possibility, in this course you'll discover the basic variations in program types, learn about the potential impacts and value added by self-guided tours, discover how the leasing process may vary from traditional tours, and consider implementation, marketing and management for your self-guided tour program.

25 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Self-Guided Tours Series

25 minutes

Sexual Harassment

This course covers federal and state anti-harassment law and provides practical strategies for preventing harassing behavior and addressing it if it happens to you or others in the workplace. You'll also learn how to create a workplace environment where all people are treated with civility and respect.

Duration 1 Hour 30 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Sexual Harassment

Duration 1 hour

30 minutes

Sexual Harassment - California

Duration 1 hour

30 minutes

Sexual Harassment - California Spanish

Duration 1 hour

30 minutes

Sexual Harassment - Connecticut

Duration 2 hours

0 minutes

Sexual Harassment - Connecticut Spanish

Duration 2 hours

0 minutes

Sexual Harassment - Spanish

Duration 1 hour

30 minutes

Sexual Harassment (Supervisor Version)

This course covers federal and state anti-harassment law and provides practical strategies for preventing harassing behavior and addressing it if it happens to you or others in the workplace. You'll also learn how to create a workplace environment where all people are treated with civility and respect, and about the important responsibilities you have as a supervisor.

Duration 1 Hour 40 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Sexual Harassment (Supervisor Version)

Duration 1 hour

40 minutes

Sexual Harassment (Supervisor Version) - Both Connecticut and New York

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Both Connecticut and New York - Spanish

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - California

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - California - Spanish

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Chicago

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Chicago - Spanish

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Connecticut

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Connecticut - Spanish

Duration 2 hours

0 minutes

Sexual Harassment (Supervisor Version) - Spanish

Duration 1 hour

40 minutes

Sexual Harassment Refresher

This course provides a review of sexual harassment in the workplace, a look at recent issues relating to sexual harassment, and real-world practice scenarios to help improve civility and respect. This course assumes you have taken Grace Hill's Sexual Harassment course series.

Duration 0 Hours 30 Minutes
Package Essentials

NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Sexual Harassment Refresher

Duration 0 hours

30 minutes

Sexual Harassment Refresher - Spanish

Duration 0 hours

30 minutes

Sexual Harassment Refresher (Supervisor Version)

This course provides a review of sexual harassment in the workplace, a look at recent issues relating to sexual harassment, and real-world practice scenarios to help improve civility and respect. This course assumes you have taken Grace Hill's Sexual Harassment course series.

Duration 0 Hours 45 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
Sexual Harassment Refresher (Supervisor Version)

Duration 0 hours

45 minutes

Sight-Unseen Leasing Series

When apartment hunters can't come to you, how do you modify your leasing process? From initial contact to hearing them say, "yes," we'll look at how to handle initial inquiries, modify your tour experience, conduct effective follow-up and more, all while reinforcing best-practice leasing techniques. Yes, you can fill vacancies with loyal residents, even sight unseen!

10 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Sight-Unseen Leasing Series

10 minutes

SkillCat: Advanced Electrical Troubleshooting

Hone your electrical troubleshooting skills with our advanced course. Dive into complex electrical issues commonly encountered in HVAC systems. Learn systematic approaches to diagnose and resolve problems efficiently. Elevate your expertise in handling electrical challenges in the HVAC field.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Advanced Electrical Troubleshooting

Duration 3 hours

0 minutes

SkillCat: Airflow Systems

Master the art of airflow in HVAC systems. Dive into the principles of ventilation, air distribution, and air quality management. Learn to optimize airflow for efficiency and comfort. Whether you're a technician or an HVAC enthusiast, this course equips you with essential skills for effective system design and maintenance.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Airflow Systems

Duration 2 hours

0 minutes

SkillCat: Apartment Make Ready

This comprehensive course is tailored for maintenance technicians working in multifamily property management companies. Dive deep into the essential skills and knowledge needed to prepare apartments for new tenants efficiently and effectively. From understanding the basics of apartment inspections to mastering the art of repairs and aesthetic touch-ups, this course ensures that every technician is equipped to deliver apartments that not only meet but exceed tenant expectations.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Apartment Make Ready

Duration 3 hours

0 minutes

SkillCat: Basic Electrical Systems & Controls

Demystify electrical systems and controls in HVAC with our comprehensive course. Explore the fundamentals of electrical components, circuits, and control devices. Gain hands-on experience in wiring and troubleshooting. This course ensures you're well-versed in the electrical aspects of HVAC systems, enhancing your effectiveness in the field.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat

Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Basic Electrical Systems & Controls

Duration 2 hours

0 minutes

SkillCat: Basic Wiring

Master the art of basic wiring. Explore safe and efficient techniques for connecting electrical components. Gain hands-on experience in crafting electrical connections, from outlets to switches. Whether you're an enthusiast or technician, this course ensures your competency in fundamental wiring practices.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Basic Wiring

Duration 2 hours

0 minutes

SkillCat: Carpentry

This course is designed to equip you with fundamental carpentry skills. By the end of this course, you will be proficient in using various carpentry tools and materials effectively. You'll learn how to measure and cut materials with accuracy and precision. Additionally, you'll master simple joinery techniques and finishing methods to enhance the quality of your projects. Safety and material selection are also key components of this course, as you will learn to work safely and choose the right wood quality for different tasks.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance

Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Carpentry

Duration 3 hours

0 minutes

SkillCat: Complete Residential Systems

Explore residential HVAC systems comprehensively. Dive into the principles of heating, cooling, and ventilation in residential settings. Learn about various system types, components, and installation techniques. This course provides the knowledge and skills required to design, install, and maintain complete residential HVAC solutions.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Complete Residential Systems

Duration 3 hours

0 minutes

SkillCat: Dishwasher - Theory and Components

Explore the inner workings of dishwashers in our technical course. Ideal for repair technicians and enthusiasts, dive deep into dishwasher components, from pumps and solenoids to thermostats and sensors. Acquire the skills to diagnose and resolve intricate issues, understand electrical systems, and dissect plumbing intricacies. Learn essential preventative maintenance and safety measures. Elevate your technical expertise in dishwasher technology and repair. This course equips you with the knowledge and skills needed to excel in the world of dishwashers.

Duration 3 Hours 0 Minutes
Package SkillCat

NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Dishwasher - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Drain Cleaning

Learn the art of drain cleaning in plumbing. Explore common drain blockages and effective cleaning methods. Understand the tools and techniques used for drain cleaning. Gain practical skills for maintaining clear and functional drains.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Drain Cleaning

Duration 2 hours

0 minutes

SkillCat: Draining and Water Distribution

Understand the fundamentals of Drain, Waste, and Vent (DWV) systems and water distribution. Explore the layout and function of plumbing systems in residential and commercial settings. Gain a solid foundation in DWV and water distribution concepts.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Draining and Water Distribution

Duration 1 hour

0 minutes

SkillCat: Dryers - Theory and Maintenance

Gain a deep understanding of tumble dryer technology in our comprehensive course. Learn how these machines work, from heating methods to moisture detection. Become an expert in motor diagnostics, airflow improvement, and fixing common issues. Discover the secrets of energy-efficient drying and how electronic controls play a role. This course breaks down every part of a tumble dryer. Enhance your knowledge and become the go-to expert in efficient, high-performance drying solutions.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Dryers - Theory and Maintenance

Duration 2 hours

0 minutes

SkillCat: Electrical Components and Devices

This course is structured to enhance your understanding and skills in dealing with electrical components and devices. You'll start by learning about common electrical components and devices, including how they function. Then, you'll move on to diagnosing electrical issues that can affect these components and devices. You will also develop the ability to troubleshoot faulty components to isolate and resolve problems. Lastly, this course will equip you with the knowledge to safely perform repairs and routine maintenance on electrical components and devices.

Duration 3 Hours 0 Minutes

Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Electrical Components and Devices

Duration 3 hours

0 minutes

SkillCat: Electrical Troubleshooting - Level 1

Hone your electrical troubleshooting skills with our practical course. Develop a systematic approach to diagnose and resolve electrical issues. Learn essential problem-solving techniques crucial for success in electrical maintenance and repair.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Electrical Troubleshooting - Level 1

Duration 1 hour

0 minutes

SkillCat: Garbage Disposal - Theory and Components

Dive into the intricate world of garbage disposals with this comprehensive course designed for both novices and seasoned professionals. Understand the historical evolution, fundamental theories, and the intricate components that make up these essential kitchen devices. From the basic principles of operation to the nitty-gritty of each component's role, this course offers a holistic view of garbage disposals. Additionally, participants will be equipped with knowledge on safety protocols, best practices, and effective troubleshooting

techniques, ensuring smooth operation and longevity of the device. By the end of this course, attendees will possess a robust understanding of garbage disposals, paving the way for informed usage, maintenance, and even repairs.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Garbage Disposal - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Gas boiler - Theory and Components

Dive deep into the intricate world of gas boilers in this comprehensive course tailored for professionals and enthusiasts alike. Participants will explore the underlying theory of gas boiler operation and become familiar with its primary components. This course aims to provide a solid understanding of gas boiler systems, emphasizing their design, function, and key maintenance considerations.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Gas boiler - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Gas furnaces - Theory and Components

Gain insights into gas furnaces in Part 1 of our Gas Furnace series. Learn about the combustion process, heat generation, and distribution in gas heating systems. Explore the components and safety measures associated with gas furnaces.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Gas furnaces - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Heat pump - Theory and Components

This course is designed to equip you with a solid understanding of heat pump technology. You'll learn how heat pumps operate and delve into the main components that drive their functionality. Explore the distinctions between various types of heat pumps and what differentiates them. Additionally, you'll gain insight into important safety guidelines and precautions necessary when working with heat pumps. This course is ideal for anyone looking to deepen their knowledge of heat pump systems and ensure safe, effective usage.

0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Heat pump - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Heating Systems

Gain a thorough understanding of heating systems with this detailed course. Examine the different types of heating systems and uncover how they function. Discover the diverse heat sources utilized in these systems. Ideal for technicians or anyone interested in heating technology, this course provides essential knowledge for effective discussion and application.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Heating Systems

Duration 2 hours

0 minutes

SkillCat: Heating Theory

Heat up your HVAC knowledge with Heating Theory. Explore the principles of heating systems, including combustion processes, heat transfer, and heating equipment. Gain insights into the operation and maintenance of various heating technologies. This course provides a solid foundation for understanding the critical role of heating in HVAC.

Duration 5 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Heating Theory

Duration 5 hours

0 minutes

SkillCat: Installing and Testing Fixtures

Gain expertise in installing and testing plumbing fixtures. Learn about the critical steps involved in fixture installation, including testing for leaks and proper functionality. Develop practical skills for installing various fixtures with confidence.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Installing and Testing Fixtures

Duration 1 hour

0 minutes

SkillCat: Masonry

Dive into the world of masonry with our comprehensive introductory course. Learn about masonry materials, tools, and techniques. Explore the art of bricklaying, blockwork, and stone masonry. Gain practical skills for masonry projects in residential and commercial settings.

Duration 2 Hours 0 Minutes
Package SkillCat
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Masonry

Duration 2 hours

0 minutes

SkillCat: Mechanical Troubleshooting

Refine your mechanical troubleshooting skills through a comprehensive course. Learn systematic approaches to

diagnose and resolve mechanical issues. Explore problem-solving techniques, root cause analysis, and effective decision-making. Equip yourself with the expertise to confidently tackle complex mechanical challenges.

Duration 4 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Mechanical Troubleshooting

Duration 4 hours

0 minutes

SkillCat: Mini Splits

This course offers a deep dive into the world of mini-split systems. You'll start by defining what a mini split is and exploring its various types. Learn the key operational requirements and major components that make these systems work efficiently. Further, you'll differentiate between different types of mini-split systems and understand essential safety precautions. By the end, you'll also be able to recognize common hazards and learn preventive measures to ensure safe operation. This course is perfect for anyone looking to enhance their knowledge and skills in handling mini-split systems effectively.

Duration 11 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Mini Splits

Duration 11 hours

0 minutes

SkillCat: Ovens - Theory and Types

Delve into the theory behind electric and microwave ovens in this comprehensive course. Understand the principles of heating through electromagnetic waves and electric elements. Explore how these appliances cook your meals efficiently and quickly. Learn to troubleshoot common issues like uneven heating and electrical malfunctions. Master the intricacies of control panels, timers, and safety features. By the end of this course, you'll be equipped with the knowledge to masterfully operate and maintain electric and microwave ovens.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Ovens - Theory and Types

Duration 2 hours

0 minutes

SkillCat: Painting

Become a painting expert with our comprehensive course. Learn about paint types, surface preparation, and application methods. Dive into color theory and paint selection for various projects. Develop the skills to create beautiful, lasting paint finishes for interior and exterior surfaces. Equip yourself with the knowledge and techniques needed for professional painting in construction and maintenance projects.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Painting

Duration 1 hour

0 minutes

SkillCat: Piping

Explore the intricate world of piping systems. Learn to work with pipes, fittings, and connectors used in various mechanical applications. Dive into piping materials, sizing, and installation methods. Develop the expertise needed to design, assemble, and maintain piping systems, a vital aspect of mechanical work.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Piping

Duration 3 hours

0 minutes

SkillCat: Plumbing Codes

This module equips you with a solid understanding of plumbing codes essential for safe installations. You'll learn the purpose and origins of these codes, identify compliant materials for plumbing systems, and understand the codes for layout and slope. Additionally, you'll explore special considerations for areas prone to natural disasters and conduct inspections to ensure compliance. By the end of this module, you'll be ready to apply these standards effectively in your plumbing projects.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Plumbing Codes

Duration 3 hours

0 minutes

SkillCat: Plumbing Fixtures

Dive into plumbing fixtures and their installation. Learn about various fixtures, including sinks, faucets, and toilets. Explore installation methods and best practices. Develop the skills needed to work with plumbing fixtures effectively.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Plumbing Fixtures

Duration 1 hour

0 minutes

SkillCat: Preparing Site Reports and Documentations

Master the art of site reporting and documentation in HVAC projects. Understand the importance of detailed documentation, accurate record-keeping, and clear reporting. Learn to create comprehensive site reports that are crucial for project management and compliance. Equip yourself with essential skills for success in the HVAC industry.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Preparing Site Reports and Documentations

Duration 1 hour

0 minutes

SkillCat: PTAC units - Theory and Components

This course is specifically designed to provide you with a thorough understanding of Packaged Terminal Air Conditioner (PTAC) units. You will start by defining what a PTAC unit is and exploring its various types. Next, you will delve into the key operational requirements and identify the critical components of PTAC systems. You will also learn to differentiate between different types of PTACs and understand essential safety precautions. Additionally, you'll recognize common hazards associated with PTAC systems and discover practical tips to prevent them. This course is ideal for anyone looking to enhance their knowledge and skills in managing and maintaining PTAC units effectively.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: PTAC units - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Ranges - Theory and Components

Explore the world of kitchen ranges in this compact course. Delve into their history, fundamental mechanics, and essential components. Learn about efficient heating principles, safety protocols, and best practices. Equip yourself with troubleshooting techniques to ensure optimal range performance. By the end, gain a comprehensive understanding of ranges for proficient use and maintenance.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Ranges - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Reading Electrical Drawings & Blueprints

Decode electrical drawings and blueprints with precision. Navigate intricate plans, decipher symbols, and interpret design intent. Whether you're an electrician or an engineer, this course sharpens your blueprint reading skills for the electrical field.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Reading Electrical Drawings & Blueprints

Duration 1 hour

0 minutes

SkillCat: Reading HVAC Drawings and Blueprints

Decode HVAC drawings and blueprints with precision in our comprehensive course. Learn to navigate intricate plans, understand symbols, and interpret design intent. Gain the skills needed to translate blueprints into successful HVAC projects. This course sharpens your blueprint reading skills, a vital asset for anyone involved in HVAC design and installation.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Reading HVAC Drawings and Blueprints

Duration 1 hour

0 minutes

SkillCat: Refrigeration Equipment

Get hands-on with refrigeration equipment in our comprehensive course. Dive into the inner workings of key components like compressors, condensers, and evaporators. Master the maintenance and troubleshooting of refrigeration systems, ensuring their optimal performance. Equip yourself with practical skills for a successful career in HVAC.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Refrigeration Equipment

Duration 3 hours

0 minutes

SkillCat: Refrigeration Theory

Uncover the mysteries of refrigeration in our Refrigeration Theory course. Delve into the core principles governing the operation of refrigeration systems. Explore critical topics such as the refrigeration cycle, heat transfer, and the behavior of refrigerants. Gain a deep understanding of the science behind cooling technology, essential for anyone in the HVAC field.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Refrigeration Theory

Duration 3 hours

0 minutes

SkillCat: Refrigerators - Basic Troubleshooting and Maintenance

Unlock the world of domestic refrigerator maintenance and troubleshooting. Learn to service and repair common refrigerator issues. Explore refrigeration cycles, components, and safety measures. Gain the skills needed to keep domestic refrigerators running smoothly.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Refrigerators - Basic Troubleshooting and Maintenance

Duration 3 hours

0 minutes

SkillCat: Refrigerators - Theory and Components

This course offers a deep dive into the world of mini-split systems. You'll start by defining what a mini split is and exploring its various types. Learn the key operational requirements and major components that make these systems work efficiently. Further, you'll differentiate between different types of mini-split systems and understand essential safety precautions. By the end, you'll also be able to recognize common hazards and learn preventive measures to ensure safe operation. This course is perfect for anyone looking to enhance their knowledge and skills in handling mini-split systems effectively.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No

Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Refrigerators - Theory and Components

Duration 3 hours

0 minutes

SkillCat: Residential Water Heaters

Gain insights into residential water heaters and their operation. Learn about various types of water heaters, installation requirements, and safety considerations. Develop a comprehensive understanding of residential water heating systems.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Residential Water Heaters

Duration 2 hours

0 minutes

SkillCat: Routine Maintenance: Residential Systems

Master routine maintenance tasks for residential systems in our comprehensive course. Learn how to inspect, maintain, and service essential residential components. Dive into topics such as HVAC systems, plumbing, and electrical systems. Equip yourself with the skills needed to keep residential properties in top condition.

Duration 4 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Routine Maintenance: Residential Systems

Duration 4 hours

0 minutes

SkillCat: Soldering

Become proficient in joining metals through brazing and soldering techniques. Understand the principles of heat, flux, and filler materials in metal bonding. Learn to create robust and dependable connections for diverse mechanical applications. Gain hands-on experience in brazing and soldering, enhancing your metalworking skills.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Soldering

Duration 3 hours

0 minutes

SkillCat: Sump Pumps and Sewage Ejector Pumps

Discover the world of sump pumps and ejector pumps. Learn about their applications in preventing water damage and sewage removal. Explore installation, maintenance, and troubleshooting techniques for these essential plumbing devices.

Duration 3 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Sump Pumps and Sewage Ejector Pumps

Duration 3 hours

0 minutes

SkillCat: Toilet Troubleshooting and Replacement

Master the art of troubleshooting and replacing toilets. Learn to diagnose common toilet issues and perform repairs or replacements efficiently. Explore toilet anatomy and essential tools. Equip yourself with toilet-related plumbing skills.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Toilet Troubleshooting and Replacement

Duration 2 hours

0 minutes

SkillCat: Using A Multimeter

Become proficient in utilizing a multimeter with our hands-on course. Learn to precisely measure voltage, current, and resistance. Grasp the significance of this tool in circuit diagnostics and safety. Whether you're a novice or a technician, this course empowers you with essential skills for accurate electrical measurements.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Using A Multimeter

Duration 2 hours

0 minutes

SkillCat: Washing Machines - Installation and Maintenance

Unlock the world of washing machines with our comprehensive course. Dive into the mechanics of cleaning clothes, from water temperature control to cycle selection. Master diagnostics for motor performance, water flow optimization, and troubleshooting common laundry issues. Gain insights into energy-efficient laundry practices and electronic control systems. This course demystifies every aspect of washing machine technology. Elevate your understanding and become the go-to expert in efficient, effective laundry solutions.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Washing Machines - Installation and Maintenance

Duration 2 hours

0 minutes

SkillCat: Washing Machines - Theory and Components

Uncover the inner workings of household washers in our Washer - Theory and Components course. This technical exploration delves deep into the intricate mechanics of washing machines, dissecting their components and functions. Through rigorous instruction and hands-on exercises, you will acquire a comprehensive understanding of washer technology.

Duration 2 Hours 0 Minutes
Package SkillCat
NAA CEC Credits Available No

Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Washing Machines - Theory and Components

Duration 2 hours

0 minutes

SkillCat: Wiring Diagrams

Learn everything you need to know about wiring diagrams with our comprehensive course. Explore symbols, conventions, and the art of interpreting electrical schematics. Acquire the skills to decode intricate diagrams used in circuits and systems. This course equips you with the know-how to understand complex wiring configurations.

Duration 1 Hour 0 Minutes
Package SkillCat
NAA CEC Credits Available No
Records Score No
Content Provider SkillCat
Subject Maintenance
Supervisor/Employee Employee
Languages English

Course Versions
SkillCat: Wiring Diagrams

Duration 1 hour

0 minutes

Stress Management

There's no escaping it: everyone experiences stress. This course will teach you how to manage stress in your daily life as well as handle the extra stress caused by major life events. The lessons in this course will apply to your work environment and to your personal life. Discover how stress impacts mental, physical and emotional wellbeing. Learn how to recognize the signs and symptoms of stress, and to build a positive, low-stress lifestyle. Master the Triple A method to consciously manage daily stress.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes

NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee All
Languages English

Course Versions
Stress Management

Duration 1 hour

0 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
Supervisor/Employee Employee
Languages English

Course Versions
Tackling Income Limit Implementation

Duration 0 hours

15 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
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 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
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 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 Essentials
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 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
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
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
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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 13: Other Assets and Calculating Asset Income

Duration 0 hours

20 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
Supervisor/Employee Employee
Languages English

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

Duration 0 hours

20 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 15: Applying Unique Program Rules

Duration 0 hours

30 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 16: Full-Time Student Rule

Duration 0 hours

30 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 17: Unit Eligibility

Duration 0 hours

20 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 18: Program Certifications

Duration 0 hours

20 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 19: Available Unit Rule

Duration 0 hours

45 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 1: Introduction to Site Compliance

Duration 0 hours

45 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 Essentials
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 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
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 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 2: Eligibility Rules

Duration 0 hours

45 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 Essentials
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

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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 3: Determining Eligibility

Duration 0 hours

45 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 Essentials
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: 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 4: Documentation & Recertification

Duration 0 hours

15 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 Essentials
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 Essentials
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 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
Supervisor/Employee Employee
Languages English

Course Versions
Tax Credit Basics 5: Income Eligibility & Verification Rules

Duration 0 hours

45 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
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
Supervisor/Employee Employee
Languages English

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

Duration 0 hours

20 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 Essentials
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

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
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 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 Essentials
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

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
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 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 Essentials
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 Course 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 Essentials
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

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

Duration 0 hours

25 minutes

Tax Credit Basics Course 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 Essentials
Records Score Yes
Content Provider Grace Hill

Supervisor/Employee All
Languages English

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

Duration 0 hours

20 minutes

Tax Credit Basics Course 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 Essentials
Records Score Yes
Content Provider Grace Hill
Supervisor/Employee All
Languages English

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

Duration 0 hours

20 minutes

Team Retention Strategies Series

When you have the kind of workplace that team members don't want to leave, the benefits go far beyond retention, though simply stopping the revolving door is a worthy goal all by itself. Creating that kind of workplace often requires a leader to modify their approach toward team members and the workplace culture, but it can be done. Find out how to take action today and make your community an amazing place to work.

Duration 0 Hours 25 Minutes
Package Essentials
Records Score Yes
Content Provider Edge2Learn
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
Team Retention Strategies Series

Duration 0 hours

25 minutes

Ten Strategies for De-Escalation

In today's fast-paced and often stressful work environments, effective de-escalation skills are essential for maintaining a positive and productive atmosphere. "Ten Strategies for De-Escalation" is a microlearning course designed to equip you with practical techniques to defuse tense situations and foster a more harmonious workplace.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English

Course Versions
Ten Strategies for De-Escalation

Duration 0 hours

10 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 Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Human Resources
Supervisor/Employee Supervisor
Languages English

Course Versions
The California Consumer Privacy Act

Duration 0 hours

30 minutes

The Leading Edge of Maintenance | ELECTRICAL

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | ELECTRICAL

Duration 0 hours

10 minutes

The Leading Edge of Maintenance | G/E DISHWASHER (Model #GSD2020Z02BB)

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
**The Leading Edge of Maintenance | G/E
DISHWASHER (Model #GSD2020Z02BB)**

Duration 0 hours

15 minutes

The Leading Edge of Maintenance | G/E DRYER (Model #GTX22EASKOWW)

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
**The Leading Edge of Maintenance | G/E DRYER
(Model #GTX22EASKOWW)**

Duration 0 hours

25 minutes

The Leading Edge of Maintenance | G/E STACK WASHER/DRYER (Model #WSM2420TCAWW)

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn

Subject Maintenance
Supervisor/Employee All

Course Versions
**The Leading Edge of Maintenance | G/E STACK
WASHER/DRYER (Model #WSM2420TCAWW)**

Duration 0 hours

25 minutes

The Leading Edge of Maintenance | G/E WASHER (Model #WJSE4150B1WW)

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
**The Leading Edge of Maintenance | G/E WASHER
(Model #WJSE4150B1WW)**

Duration 0 hours

25 minutes

The Leading Edge of Maintenance | HVAC

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 1 Hour 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn

Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | HVAC

Duration 1 hour

5 minutes

The Leading Edge of Maintenance | MAKE READY

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 15 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | MAKE READY

Duration 0 hours

15 minutes

The Leading Edge of Maintenance | PLUMBING

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | PLUMBING

Duration 0 hours

35 minutes

The Leading Edge of Maintenance | POOL SERIES

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 35 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | POOL SERIES

Duration 0 hours

35 minutes

The Leading Edge of Maintenance | SAFETY PRECAUTIONS

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 10 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Not Available
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

The Leading Edge of Maintenance | Whirlpool Dishwasher (Model # DU810SWPU3)

You'll find the best resources available for your maintenance training program with our training how-to video series: Leading Edge of Maintenance featuring Chris Tinsley, Maintenance Service Professional, for 30+ years. This series includes over 100 online modules, approximately 2-6 minutes each.

Duration 0 Hours 5 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Edge2Learn
Subject Maintenance
Supervisor/Employee All

Course Versions
The Leading Edge of Maintenance | Whirlpool Dishwasher (Model # DU810SWPU3)

Duration 0 hours

5 minutes

The Leap Portal

Familiarize yourself with The Leap Portal, your comprehensive tool for maximizing Leap success at your community. Explore the key functions and discover best practices to effortlessly manage Leap workflows with ease and seamless integration!

Duration 0 Hours 10 Minutes
Package Leap
NAA CEC Credits Available No
Records Score No
Content Provider Leap
Subject Risk Management
Supervisor/Employee All
Languages English

Course Versions
The Leap Portal

Duration 0 hours

10 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

Time Management

Learn how to organize your day so that you conquer your most important tasks and leave the office on time, no matter the length of your to-do list. Topics include prioritizing, estimating how long tasks will take, managing interruptions, and organizing your workspace. Recommended for all associates.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Professional Skills
Supervisor/Employee Employee
Languages English

Course Versions
Time Management

Duration 1 hour

0 minutes

Traffic Generation

Learn valuable property management math formulas such as occupancy, closing ratios, and turnover ratios via interactive exercises. Create a Customized Traffic Plan based on the real numbers and needs of your community. Includes dozens of innovative ideas

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available Yes
NAA CEC Credits
1
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Traffic Generation

Duration 1 hour

0 minutes

Understanding Racism

In U.S. workplaces, homes, and schools -- and around the world -- people are engaging in real conversations about race, justice, diversity, equality, and inclusion. That's a good thing, but only if conversations move to meaningful, systemic change -- but it can be hard to know where to start. This course covers the basics of racism and systemic racism, and will help you recognize and correct misconceptions about race and racism.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Diversity, Equity, and Inclusion
Supervisor/Employee All
Languages English

Course Versions
Understanding Racism

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 Essentials
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

Understanding Workplace Violence

This course is designed to give you the information you need to identify the warning signs of workplace violence and understand your role in creating a safer workplace. CONTENT NOTE: This course contains discussion of violence and depicts violent imagery, including gun violence. Please proceed with caution.Â

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

Course Versions
Understanding Workplace Violence

Duration 0 hours

20 minutes

Understanding Workplace Violence - Spanish

Duration 0 hours

20 minutes

Using Empathy to Develop Meaningful Connections with Others

To have empathy means to recognize, understand, and share the feelings of others. People who have high levels of empathy are better able to understand the perspectives of others and act with kindness and compassion. Understanding another person's perspective is an important skill in any workplace, but particularly in the property management industry where you are interacting with people every day. In this course, we'll learn what it means to show empathy and we'll look at some actions you can take to create stronger connections and improve relationships with coworkers, clients, and customers.

Duration 0 Hours 10 Minutes
Package Essentials

NAA CEC Credits Available No
Records Score No
Content Provider Grace Hill
Subject Leadership
Supervisor/Employee All
Languages English, Spanish

Course Versions
Using Empathy to Develop Meaningful Connections with Others

Duration 0 hours

10 minutes

Using Empathy to Develop Meaningful Connections with Others - Spanish

Duration 0 hours

10 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 Essentials
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

Virtual Leasing: Conducting a Virtual Tour

In this course, you will learn how to personalize a video tour for the best possible customer experience and how to conduct an effective virtual tour.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes

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

Course Versions
Virtual Leasing: Conducting a Virtual Tour

Duration 0 hours

25 minutes

Virtual Leasing: Confidence in Virtual Leasing

In this course, you will learn about how your confidence level with the virtual leasing process can affect your customer's level of confidence in you, and you'll learn some strategies for overcoming some of the things that make many people uncomfortable with being on video.

Duration 0 Hours 25 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Leasing and Marketing
Supervisor/Employee Employee
Languages English

Course Versions
Virtual Leasing: Confidence in Virtual Leasing

Duration 0 hours

25 minutes

Virtual Leasing: Introduction to Virtual Leasing

In this introductory course, you will learn about the benefits of virtual leasing, different approaches to virtual leasing, and how to ensure you continue to comply with fair housing laws when leasing virtually.

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

Course Versions
Virtual Leasing: Introduction to Virtual Leasing

Duration 0 hours

20 minutes

Virtual Leasing: Technology Tools for Virtual Leasing

In this course, you'll learn about different technologies you can use to conduct virtual leasing, strategies for making sure your internet connection is reliable, and how to determine the virtual leasing approach that is best for each customer.

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

Course Versions
Virtual Leasing: Technology Tools for Virtual Leasing

Duration 0 hours

20 minutes

Virtual Resident Engagement

It is important for those on the operations side of housing communities to have all the tools and information needed to make the resident experience as smooth as possible. This course will address communicating with your residents and keeping them engaged virtually.

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

Course Versions
Virtual Resident Engagement

Duration 0 hours

10 minutes

Virtual Tours

How can you invite a customer to look inside your apartment homes when they can't join you in person? Try a virtual tour experience using pre-recorded video or live streaming video. Explore how these options work in different leasing situations, what you'll need to get started, tips for improving the visual experience and how to incorporate best-practice leasing techniques.

15 Minutes
Package Essentials
Records Score No
Content Provider Edge2Learn
Subject Leasing and Marketing
Supervisor/Employee All
Languages English

Course Versions
Virtual Tours

15 minutes

Workplace Harassment

Workplace harassment is not just about sex and gender. It can also involve race, religion, age, disabilities, and other protected characteristics. Harassment can occur in any workforce, in any job situation, and at any level.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages English, Spanish

Course Versions
Workplace Harassment

Duration 1 hour

0 minutes

Workplace Harassment - Spanish

Duration 1 hour

0 minutes

Workplace Harassment (Supervisor Version)

Workplace harassment is not just about sex and gender. It can also involve race, religion, age, disabilities, and other protected characteristics. Harassment can occur in any workforce, in any job situation, and at any level.

Duration 1 Hour 0 Minutes
Package Essentials
NAA CEC Credits Available No
Language Support Tool Available
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English, Spanish

Course Versions
Workplace Harassment (Supervisor Version)

Duration 1 hour

0 minutes

Workplace Harassment (Supervisor Version) - Spanish

Duration 1 hour

0 minutes

Workplace Harassment Refresher

This course provides a review of harassment in the workplace, a look at recent issues relating to workplace harassment, and real-world practice scenarios to help improve workplace civility and respect. This course assumes you have taken Grace Hill's Workplace Harassment course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Employee
Languages Spanish, English

Course Versions
Repaso de acoso en el lugar de trabajo

Duration 0 hours

30 minutes

Workplace Harassment Refresher

Duration 0 hours

30 minutes

Workplace Harassment Supervisor Refresher

This course provides a review of harassment in the workplace, a look at recent issues relating to workplace harassment, and real-world practice scenarios to help improve workplace civility and respect. This course assumes you have taken Grace Hill's Workplace Harassment Supervisor course.

Duration 0 Hours 30 Minutes
Package Essentials
NAA CEC Credits Available No
Records Score Yes
Content Provider Grace Hill
Subject Compliance & Social Responsibility
Supervisor/Employee Supervisor
Languages English

Course Versions
Workplace Harassment Supervisor Refresher

Duration 0 hours

30 minutes