



## Edge2Learn Catalog - Electives

Enhance your training experience with Edge2Learn's Electives training bundles that go beyond the fundamentals! Create an engaging and significant learning journey for your participants, whether you are focused on advanced leadership, improved sales expertise, or tax credit compliance. The Electives bundles empower you to construct a tailor-made training curriculum.

Enhance your training experience with Edge2Learn's **Electives** training bundles that go beyond the fundamentals! Create an engaging and significant learning journey for your participants, whether you are focused on advanced leadership, improved sales expertise, or tax credit compliance. The **Electives** bundles empower you to construct a tailor-made training curriculum.

Each organization has a distinct framework, which means their training program needs to be equally unique. As your business needs change, your training program can easily adapt to meet the needs of your growing organization. The **Electives** course bundles enhance safety, maintenance, and risk management, so your organization can optimize performance and achieve its goals.

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

# Course Versions

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## Bed Bug Awareness

Bed bugs are one of the least welcome residents in apartment communities, and one of the hardest to evict. They readily take up residence wherever humans live, from the least expensive to the most expensive communities. Be prepared by understanding bed bug habits, setting up a defensive strategy through education and policies, spotting and responding to bed bug activity, finding a pest management professional and communicating with residents.

**Duration** 0 Hours 45 Minutes  
**Package** Bed Bug Awareness  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Maintenance  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

Course Versions  
**Bed Bug Awareness**

**Duration** 0 hours 45 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.

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

Course Versions  
**Leadership 101**

**Duration** 0 hours 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** 1 Hour 55 Minutes  
**Package** Leadership  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Leadership  
**Supervisor/Employee** Supervisor  
**Languages** ENG

Course Versions  
**Leadership 201**

**Duration** 1 hour 55 minutes

## LIHTC Micro Series: 1 LIHTC Program Introduction

Comprehensive description of the Low Income Housing Tax Credit Program including the history of the program, major players, governing documents, key compliance requirements, and three critical compliance time periods.

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

Course Versions  
**LIHTC Micro Series: 1 LIHTC Program Introduction**

**Duration** 0 hours 45 minutes

## LIHTC Micro Series: 10 Child Support Income

Defines Child Support income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is

received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Micro Series: 10 Child Support Income**

**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 11 Unemployment and Workers Comp Income

Defines Unemployment and Workers Comp for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Micro Series: 11 Unemployment and  
Workers Comp Income**

**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 12 Student Financial Assistance Income

Defines Student Financial Assistance for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Micro Series: 12 Student Financial  
Assistance Income**

**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 13 Military Pay Income

Defines Military Pay income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 0 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Micro Series: 13 Military Pay Income**

**Duration** 1 hour 0 minutes

## LIHTC Micro Series: 14 Assets Overview

General overview on assets and income from assets for the Low Income Housing Tax Credit resident file. Asset definitions from the HUD Handbook 4350.3, asset inclusions and exclusions, market value versus cash value, the \$5,000 Rule, and how to calculate income from assets.

**Duration** 0 Hours 45 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

## Course Versions

### LIHTC Micro Series: 14 Assets Overview

**Duration** 0 hours 45 minutes

## LIHTC Micro Series: 15 Cash, Banking and Retirement

Defines Cash, Banking and Retirement accounts for the Low Income Housing Tax Credit file. Distinguishes these assets from other assets. Instructions for completing the application and income questionnaire, verifying, and calculating this asset are provided. Also Direct Express and pay cards.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

## Course Versions

### LIHTC Micro Series: 15 Cash, Banking and Retirement

**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 16 Real Estate

Defines Real Estate for the Low Income Housing Tax Credit file. Distinguishes this asset from other assets. Instructions for completing the application and income questionnaire, verifying, and calculating this asset are provided. Also included: Reverse mortgages.

**Duration** 1 Hour 0 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

## Course Versions

### LIHTC Micro Series: 16 Real Estate

**Duration** 1 hour 0 minutes

## LIHTC Micro Series: 17 Full-time Students

One of the most critical yet challenging compliance requirements for the Low Income Housing Tax Credit program. Detailed account of the Full-time student rule, definitions, and the five exceptions to the rule. Applying best practices for documenting student status in the LIHTC resident file.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

## Course Versions

### LIHTC Micro Series: 17 Full-time Students

**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 18 Assessment - Low Income Housing Tax Credits

This quiz is comprised of 25 True/False and multiple choice questions. The purpose is to assess your knowledge of Low Income Housing Tax Credit Program compliance requirements.

**Duration** 0 Hours 10 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

## Course Versions

### LIHTC Micro Series: 18 Assessment - Low Income Housing Tax Credits

**Duration** 0 hours 10 minutes

## LIHTC Micro Series: 2 LIHTC Six Key Management Requirement

A full account of Definitions and Acronyms associated with the Low Income Housing Tax Credit program, other affordable housing programs, and general property management terms. There is also a list of, and direct link to, all the governing documents for the program.

**Duration** 0 Hours 30 Minutes

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

**Course Versions**  
**LIHTC Micro Series: 2 LIHTC Six Key Management Requirement**  
**Duration** 0 hours 30 minutes

## LIHTC Micro Series: 3 Ace Your Next LIHTC Audit

Outlines the steps to take to prepare for various compliance audits with an emphasis on the Low Income Housing Tax Credit Program. There is a description of the types of audits and the best ways to prepare for them before the audit, the day before and day of, and responding to audit findings.

**Duration** 1 Hour 45 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Micro Series: 3 Ace Your Next LIHTC Audit**  
**Duration** 1 hour 45 minutes

## LIHTC Micro Series: 4 Application and Verification Process

Best practices details on requirements for constructing an excellent resident file for the Low Income Housing Tax Credit program. From interviewing the applicant, to the proper way to complete all resident file forms and verifying applicant information.

**Duration** 1 Hour 45 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Micro Series: 4 Application and Verification Process**  
**Duration** 1 hour 45 minutes

## LIHTC Micro Series: 5 Household Composition

How to determine household size for Low Income Housing Tax Credit compliance. Details on maximum allowable incomes, household composition on the application and Tenant Income Certification, who is included, who is excluded, and changes in household composition after move in are also provided.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Micro Series: 5 Household Composition**  
**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 6 Income Overview

General overview on determining income for the Low Income Housing Tax Credit resident file. Includes income definitions extracted from the HUD Handbook 4350.3, income inclusions and exclusions, and how to calculate income for the LIHTC file.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Micro Series: 6 Income Overview**  
**Duration** 1 hour 15 minutes

## LIHTC Micro Series: 7 Employment Income

Defines Employment income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 0 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**LIHTC Micro Series: 7 Employment Income**

**Duration** 1 hour 0 minutes

## LIHTC Micro Series: 8 Self-Employment Income

Defines Self-Employment income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 0 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**LIHTC Micro Series: 8 Self-Employment Income**

**Duration** 1 hour 0 minutes

## LIHTC Micro Series: 9 Social Security and TANF Income

Defines Social Security and TANF income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how

it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 30 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**LIHTC Micro Series: 9 Social Security and TANF Income**

**Duration** 1 hour 30 minutes

## LIHTC Series: 1 LIHTC Program Introduction

Comprehensive description of the Low Income Housing Tax Credit Program including the history of the program, major players, governing documents, key compliance requirements, and three critical compliance time periods.

**Duration** 0 Hours 45 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**LIHTC Series: 1 LIHTC Program Introduction**

**Duration** 0 hours 45 minutes

## LIHTC Series: 10 Child Support Income

Defines Child Support income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Series: 10 Child Support Income**  
**Duration** 1 hour 15 minutes

## LIHTC Series: 11 Unemployment and Workers Comp Income

Defines Unemployment and Workers Comp for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Series: 11 Unemployment and Workers Comp Income**  
**Duration** 1 hour 15 minutes

## LIHTC Series: 12 Student Financial Assistance Income

Defines Student Financial Assistance for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Series: 12 Student Financial Assistance Income**  
**Duration** 1 hour 15 minutes

## LIHTC Series: 13 Military Pay Income

Defines Military Pay income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 0 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Series: 13 Military Pay Income**  
**Duration** 1 hour 0 minutes

## LIHTC Series: 14 Assets Overview

General overview on assets and income from assets for the Low Income Housing Tax Credit resident file. Asset definitions from the HUD Handbook 4350.3, asset inclusions and exclusions, market value versus cash value, the \$5,000 Rule, and how to calculate income from assets.

**Duration** 1 Hour 0 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**LIHTC Series: 14 Assets Overview**  
**Duration** 1 hour 0 minutes



## LIHTC Series: 15 Cash, Banking and Retirement

Defines Cash, Banking and Retirement accounts for the Low Income Housing Tax Credit file. Distinguishes these assets from other assets. Instructions for completing the application and income questionnaire, verifying, and calculating this asset are provided. Also Direct Express and pay cards.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Series: 15 Cash, Banking and Retirement**

**Duration** 1 hour 15 minutes

## LIHTC Series: 16 Real Estate

Defines Real Estate for the Low Income Housing Tax Credit file. Distinguishes this asset from other assets. Instructions for completing the application and income questionnaire, verifying, and calculating this asset are provided. Also included: Reverse mortgages.

**Duration** 1 Hour 0 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Series: 16 Real Estate**

**Duration** 1 hour 0 minutes

## LIHTC Series: 17 Full-time Students

One of the most critical yet challenging compliance requirements for the Low Income Housing Tax Credit program. Detailed account of the Full-time student rule, definitions, and the five exceptions to the rule. Applying best practices for documenting student status in the LIHTC resident file.

**Duration** 1 Hour 15 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Series: 17 Full-time Students**

**Duration** 1 hour 15 minutes

## LIHTC Series: 18 Skills Assessment - Low Income Housing Tax Credits

This quiz is comprised of 25 True/False and multiple choice questions. The purpose is to assess your knowledge of Low Income Housing Tax Credit Program compliance requirements.

**Duration** 0 Hours 10 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Series: 18 Skills Assessment - Low Income Housing Tax Credits**

**Duration** 0 hours 10 minutes

## LIHTC Series: 2 LIHTC Six Key Management Requirements

A full account of Definitions and Acronyms associated with the Low Income Housing Tax Credit program, other affordable housing programs, and general property management terms. There is also a list of, and direct link to, all the governing documents for the program.

**Duration** 0 Hours 30 Minutes

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

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** LIHTC

**Subject** LIHTC

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**LIHTC Series: 2 LIHTC Six Key Management Requirements**

**Duration** 0 hours 30 minutes

## LIHTC Series: 3 Ace Your Next LIHTC Audit

Outlines the steps to take to prepare for various compliance audits with an emphasis on the Low Income Housing Tax Credit Program. There is a description of the types of audits and the best ways to prepare for them before the audit, the day before and day of, and responding to audit findings.

**Duration** 1 Hour 45 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions  
**LIHTC Series: 3 Ace Your Next LIHTC Audit**  
**Duration** 1 hour 45 minutes

## LIHTC Series: 4 Application and Verification Process

Best practices details on requirements for constructing an excellent resident file for the Low Income Housing Tax Credit program. From interviewing the applicant, to the proper way to complete all resident file forms and verifying applicant information.

**Duration** 1 Hour 45 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions  
**LIHTC Series: 4 Application and Verification Process**  
**Duration** 1 hour 45 minutes

## LIHTC Series: 5 Household Composition

How to determine household size for Low Income Housing Tax Credit compliance. Details on maximum allowable incomes, household composition on the

application and Tenant Income Certification, who is included, who is excluded, and changes in household composition after move in are also provided.

**Duration** 1 Hour 45 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions  
**LIHTC Series: 5 Household Composition**  
**Duration** 1 hour 45 minutes

## LIHTC Series: 6 Income Overview

General overview on determining income for the Low Income Housing Tax Credit resident file. Includes income definitions extracted from the HUD Handbook 4350.3, income inclusions and exclusions, and how to calculate income for the LIHTC file.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions  
**LIHTC Series: 6 Income Overview**  
**Duration** 1 hour 15 minutes

## LIHTC Series: 7 Employment Income

Defines Employment income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

**Duration** 1 Hour 15 Minutes  
**Package** Low-Income Housing Tax Credit (LIHTC)  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** LIHTC  
**Subject** LIHTC  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions  
LIHTC Series: 7 Employment Income  
Duration 1 hour 15 minutes

## LIHTC Series: 8 Self-Employment Income

Defines Self-Employment income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

Duration 1 Hour 0 Minutes  
Package Low-Income Housing Tax Credit (LIHTC)  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider LIHTC  
Subject LIHTC  
Supervisor/Employee ALL  
Languages ENG

Course Versions  
LIHTC Series: 8 Self-Employment Income  
Duration 1 hour 0 minutes

## LIHTC Series: 9 Social Security and TANF Income

Defines Social Security and TANF income for the Low Income Housing Tax Credit file. Distinguishes this income from other incomes and describes when and how it is received. Instructions for completing the application and income questionnaire, verifying, and calculating this income source are provided.

Duration 1 Hour 30 Minutes  
Package Low-Income Housing Tax Credit (LIHTC)  
NAA CEC Credits Available No  
Records Score Yes  
Content Provider LIHTC  
Subject LIHTC  
Supervisor/Employee ALL  
Languages ENG

Course Versions  
LIHTC Series: 9 Social Security and TANF Income  
Duration 1 hour 30 minutes

## PBT Survey: Initial Inquiries/Lead Conversion

The moment a new customer sets foot in the community, they start to assess everything from their interactions with team members to the number of dead bugs in the pool. Each moment of their visit is key to converting a prospective resident into a new resident. Lead conversion surveys provide valuable information on how well your community handles that first impression. Learn what is being measured and how both leasing and maintenance teams can positively impact the all-important first impression.

Duration 0 Hours 7 Minutes  
Package Performance Based Training (PBT)  
NAA CEC Credits Available No  
Records Score No  
Content Provider Edge2Learn  
Subject Customer Service  
Supervisor/Employee ALL  
Languages ENG

Course Versions  
PBT Survey: Initial Inquiries/Lead Conversion  
Duration 0 hours 7 minutes

## PBT Survey: Maintenance

Maintenance service plays an important role in a resident's overall experience. Learn how maintenance surveys assess your performance against customer expectations and how they can be an indicator of whether a resident is likely to renew. Then, consider ways to meet and exceed resident expectations with tips for both maintenance and leasing teams.

Duration 0 Hours 7 Minutes  
Package Performance Based Training (PBT)  
NAA CEC Credits Available No  
Records Score No  
Content Provider Edge2Learn  
Subject Customer Service  
Supervisor/Employee ALL  
Languages ENG

Course Versions  
PBT Survey: Maintenance  
Duration 0 hours 7 minutes

## PBT Survey: Move-In

Because applying for, leasing, and moving into an apartment home is a time of change and stress for residents, the experience you create will be

memorable—for good or bad. This course discusses why the early period in a resident’s journey matters, where to focus your attention to ensure a great move-in experience and therefore positive survey results, and ways that the leasing and maintenance teams can positively impact the resident’s experience.

**Duration** 0 Hours 7 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Customer Service  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**PBT Survey: Move-In**  
**Duration** 0 hours 7 minutes

## PBT Survey: Move-out

How much can you learn from former residents? A lot! The move-out survey provides feedback on the move-out experience itself, but also on the full resident lifecycle and experience. Discover the key elements that are measured in this survey, why they matter and how both leasing and maintenance teams can not only create a happy ending for residents, but also increase the odds that they refer others to your community.

**Duration** 0 Hours 7 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Customer Service  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**PBT Survey: Move-out**  
**Duration** 0 hours 7 minutes

## PBT Survey: Pre-renewal

Some renewal decisions are out of your control due to normal life changes. But for all those decisions that rest on the resident’s feelings about the community, the pre-renewal survey is an important measure of where you stand. Have you done the things you needed to do, such as build a connection with the resident, create a feeling of home, provide outstanding service and value? Learn

what is measured in the pre-renewal survey, and how both leasing and maintenance teams can improve the resident experience leading into that tipping point.

**Duration** 0 Hours 7 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Customer Service  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**PBT Survey: Pre-renewal**  
**Duration** 0 hours 7 minutes

## PBT Survey: Responding to Surveys

Resident surveys have become an integral part of how businesses stay connected to what drives customer decisions. While receiving them may not always carry the news you want to hear, resident input may lead you to make positive changes in your community. This course will help you create effective responses to resident surveys to generate a more positive impact on your community and personal brand.

**Duration** 0 Hours 10 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Customer Service  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**PBT Survey: Responding to Surveys**  
**Duration** 0 hours 10 minutes

## PBT Survey: The Untapped Power of Surveys

Surveys of future, current and past residents can give your community a power-up that improves the resident experience and helps you outpace the competition. But to unleash that power, team members need to know how surveys are beneficial and how to gain valuable information from resident feedback.

**Duration** 0 Hours 8 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn

**Subject** Customer Service  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**

**PBT Survey: The Untapped Power of Surveys**

**Duration** 0 hours 8 minutes

## **PBT Tip: Email Inquiries (Infographic)**

Understand how to effectively respond to initial inquiries by email.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT Tip: Email Inquiries (Infographic)**

**Duration** 0 hours 2 minutes

## **PBT Tip: Email Inquiries (Interactive)**

Understand how to effectively respond to initial inquiries by email.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT Tip: Email Inquiries (Interactive)**

**Duration** 0 hours 2 minutes

## **PBT Tip: Telephone Inquiries (Infographic)**

Understand how to effectively respond to initial inquiries over the telephone.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT Tip: Telephone Inquiries (Infographic)**

**Duration** 0 hours 2 minutes

## **PBT Tip: Telephone Inquiries (Interactive)**

Understand how to effectively respond to initial inquiries over the telephone.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT Tip: Telephone Inquiries (Interactive)**

**Duration** 0 hours 2 minutes

## **PBT Tip: Walk-In Inquiries (Infographic)**

Understand how to effectively respond to initial inquiries in person.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT Tip: Walk-In Inquiries (Infographic)**

**Duration** 0 hours 2 minutes

## PBT Tip: Walk-In Inquiries (Interactive)

Understand how to effectively respond to initial inquiries in person.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT Tip: Walk-In Inquiries (Interactive)**

**Duration** 0 hours 2 minutes

## PBT: 3 Keys to Creating a Powerful First Impression (Infographic)

Review 3 keys to creating a powerful first impression.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: 3 Keys to Creating a Powerful First Impression (Infographic)**

**Duration** 0 hours 1 minute

## PBT: 6 Leasing Pitfalls (Infographic)

Examine six common pitfalls that can impact your leasing results.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: 6 Leasing Pitfalls (Infographic)**

**Duration** 0 hours 1 minute

## PBT: Asking for a Deposit (Interactive)

Explore different methods for directly asking for a deposit.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Asking for a Deposit (Interactive)**

**Duration** 0 hours 1 minute

## PBT: Asking for a Deposit (Podcast)

Overcome the main obstacle of asking for a deposit with a change in mindset.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Asking for a Deposit (Podcast)**

**Duration** 0 hours 2 minutes

## PBT: Buying Signals (Video)

Recognize visual, verbal, and action buying signals.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Buying Signals (Video)**

**Duration** 0 hours 2 minutes

## PBT: Closing

Identify effective closing skills.

**Duration** 0 Hours 6 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Closing**

**Duration** 0 hours 6 minutes

## PBT: Demonstrating

Identify essential elements for demonstrating apartment homes and proposing solutions to prospective residents.

**Duration** 0 Hours 6 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Demonstrating**

**Duration** 0 hours 6 minutes

## PBT: Determine Needs (Interactive)

Explore different methods for determining high-quality needs.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Determine Needs (Interactive)**

**Duration** 0 hours 1 minute

## PBT: Fair Housing Disability Status - Companion Animal (Video)

Review the case of Federal Fair Housing Act violation that resulted in discrimination charges, monetary settlements, or fines: companion animal denial.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Fair Housing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Fair Housing Disability Status - Companion Animal (Video)**

**Duration** 0 hours 2 minutes

## PBT: Fair Housing Disability Status - Discrimination (Video)

Review the case of Federal Fair Housing Act violation that resulted in discrimination charges, monetary settlements, or fines: discrimination and harassment.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Fair Housing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Fair Housing Disability Status - Discrimination (Video)**

**Duration** 0 hours 2 minutes

## PBT: Fair Housing Discriminatory Acts - Familial Status (Video)

Review the case of Federal Fair Housing Act violation that resulted in discrimination charges, monetary settlements, or fines: refusal to rent based on familial status.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn  
**Subject** Fair Housing  
**Supervisor/Employee** ALL  
**Languages** ENG

#### Course Versions

**PBT: Fair Housing Discriminatory Acts - Familial Status (Video)**

**Duration** 0 hours 2 minutes

## PBT: Fair Housing Enforcement & Liability - Accessibility (Video)

Review the case of Federal Fair Housing Act violation that resulted in discrimination charges, monetary settlements, or fines: failure to provide accessibility.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Fair Housing

**Supervisor/Employee** ALL

**Languages** ENG

#### Course Versions

**PBT: Fair Housing Enforcement & Liability - Accessibility (Video)**

**Duration** 0 hours 1 minute

## PBT: Fair Housing Enforcement & Liability - Reasonable Accommodation (Video)

Review the case of Federal Fair Housing Act violation that resulted in discrimination charges, monetary settlements, or fines: reasonable accommodation denial. Estimated Duration: 2 minutes.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Fair Housing

**Supervisor/Employee** ALL

**Languages** ENG

#### Course Versions

**PBT: Fair Housing Enforcement & Liability - Reasonable Accommodation (Video)**

**Duration** 0 hours 2 minutes

## PBT: Feature/Benefits Selling (Infographic)

Learn how to create an emotional connection to your community by highlighting the benefits of your features.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

#### Course Versions

**PBT: Feature/Benefits Selling (Infographic)**

**Duration** 0 hours 1 minute

## PBT: Follow-Up

Identify effective follow-up techniques.

**Duration** 0 Hours 6 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

#### Course Versions

**PBT: Follow-Up**

**Duration** 0 hours 6 minutes

## PBT: Getting a Phone Number (Video)

Learn how to get a prospective resident's telephone number.

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

#### Course Versions

**PBT: Getting a Phone Number (Video)**

**Duration** 0 hours 2 minutes



## PBT: Greeting

Examine behaviors that lead to a positive first impression and lead to a more effective greeting during your on-site leasing interactions.

**Duration** 0 Hours 6 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Greeting**

**Duration** 0 hours 6 minutes

## PBT: Identifying Needs

Understand how to discover needs, create a connection with prospective residents and improve leasing results.

**Duration** 0 Hours 6 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Identifying Needs**

**Duration** 0 hours 6 minutes

## PBT: Maintenance Dos and Don'ts (Infographic)

Review tips on demonstrating professionalism in maintenance.

**Duration** 0 Hours 1 Minute  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Maintenance Dos and Don'ts (Infographic)**

**Duration** 0 hours 1 minute

## PBT: Overcome Objections (Infographic)

Learn how to overcome objections and differentiate your community.

**Duration** 0 Hours 1 Minute  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Overcome Objections (Infographic)**

**Duration** 0 hours 1 minute

## PBT: Selling the Community (Interactive)

Learn how to demonstrate the benefits that your community can offer.

**Duration** 0 Hours 1 Minute  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Selling the Community (Interactive)**

**Duration** 0 hours 1 minute

## PBT: Setting an Appointment by Telephone (Video)

Learn how to set an appointment by telephone.

**Duration** 0 Hours 2 Minutes  
**Package** Performance Based Training (PBT)  
**NAA CEC Credits Available** No  
**Records Score** No  
**Content Provider** Edge2Learn  
**Subject** Leasing  
**Supervisor/Employee** ALL  
**Languages** ENG

Course Versions

**PBT: Setting an Appointment by Telephone (Video)**

**Duration** 0 hours 2 minutes

## **PBT: Sexual Harassment - Flirty Resident (Video)**

Review a common gray area in which sexual harassment can occur: interactions with residents.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Sexual Harassment

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Sexual Harassment - Flirty Resident (Video)**

**Duration** 0 hours 1 minute

## **PBT: Sexual Harassment - On Second Thought (Video)**

Review a common gray area in which sexual harassment can occur: interactions with coworkers.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Sexual Harassment

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Sexual Harassment - On Second Thought (Video)**

**Duration** 0 hours 1 minute

## **PBT: Sexual Harassment - The Office Boys Club (Video)**

Review a common gray area in which sexual harassment can occur: office interactions.

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Sexual Harassment

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Sexual Harassment - The Office Boys Club (Video)**

**Duration** 0 hours 1 minute

## **PBT: Telephone**

Examine the elements of a successful telephone conversation: Greeting, Identifying Needs, Demonstrating, Inviting/Setting an Appointment and Closing.

**Duration** 0 Hours 6 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: Telephone**

**Duration** 0 hours 6 minutes

## **PBT: The Bottom Line (Video)**

Learn how to create an experience that earns you a "YES!" to the bottom line, "Will they RENT?"

**Duration** 0 Hours 2 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

Course Versions

**PBT: The Bottom Line (Video)**

**Duration** 0 hours 2 minutes

## PBT: The Customer Experience

Understand how to create a positive and distinctive customer experience through each customer interaction.

**Duration** 0 Hours 6 Minutes

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT: The Customer Experience**

**Duration** 0 hours 6 minutes

## PBT: The Perfect Apartment Home (Infographic)

Learn how to prepare vacant apartment homes to create the "perfect apartment".

**Duration** 0 Hours 1 Minute

**Package** Performance Based Training (PBT)

**NAA CEC Credits Available** No

**Records Score** No

**Content Provider** Edge2Learn

**Subject** Leasing

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**PBT: The Perfect Apartment Home (Infographic)**

**Duration** 0 hours 1 minute

## Risk Management

Do you know what type of risks threaten your community everyday? Rather than ignoring risks or losing sleep over them, learn to identify, prevent and mitigate the risks to property, people and finances.

**Duration** 1 Hour 0 Minutes

**Package** Risk Management

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Edge2Learn

**Subject** Risk Management

**Supervisor/Employee** Employee

**Languages** ENG/ESP

**Course Versions**

**Risk Management**

**Duration** 1 hour 0 minutes

## Risk Management for Supervisors

Do you know what type of risks threaten your community everyday? Rather than ignoring risks or losing sleep over them, learn to identify, prevent and mitigate the risks to property, people and finances. Managers can also learn the important tasks of planning, documenting and training the team on the community's risk management efforts.

**Duration** 1 Hour 15 Minutes

**Package** Risk Management

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Edge2Learn

**Subject** Risk Management

**Supervisor/Employee** Supervisor

**Languages** ENG/ESP

**Course Versions**

**Risk Management for Supervisors**

**Duration** 1 hour 15 minutes

## Safety Series: 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** 1 Hour 20 Minutes

**Package** Safety Series

**NAA CEC Credits Available** No

**Records Score** Yes

**Content Provider** Grace Hill

**Subject** Safety

**Supervisor/Employee** ALL

**Languages** ENG

**Course Versions**

**Safety Series: Asbestos Awareness**

**Duration** 1 hour 20 minutes

## Safety Series: Bloodborne Pathogens

Although healthcare personnel are most likely to come into contact with bloodborne pathogens, team members in all industries must be aware of the risks and understand the proper protocol should exposure to bloodborne pathogens occur. This course provides an outline of OSHA's bloodborne pathogen standard; the potential risks for multifamily industry team members; and the safety measures communities must implement to protect team members from health hazards caused by bloodborne pathogens.

**Duration** 0 Hours 13 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

**Course Versions**  
**Safety Series: Bloodborne Pathogens**  
**Duration** 0 hours 13 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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**Course Versions**  
**Safety Series: Hazard Communication**  
**Duration** 0 hours 20 minutes

**Safety Series: Hazard Communication (Spanish)**  
**Duration** 0 hours 20 minutes

## Safety Series: Heat Stress

Working in hot or humid conditions both indoors and outdoors can pose a serious risk of heat stress, injury and illness. This course provides an outline of the health hazards caused by working in excessive heat, how to recognize the signs of heat illness in both yourself and your fellow team members, and the safety measures communities and team members must take to mitigate the dangers of heat exposure.

**Duration** 0 Hours 15 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

**Course Versions**  
**Safety Series: Heat Stress**  
**Duration** 0 hours 15 minutes

## Safety Series: 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** 0 Hours 50 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**Safety Series: Lead Poisoning Awareness**  
**Duration** 0 hours 50 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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**Safety Series: Manage Maintenance Safety**  
**Duration** 0 hours 20 minutes

## Safety Series: Personal Protective Equipment (PPE) Series

All companies have a responsibility to maintain a safe and healthy working environment. OSHA standards require employers to identify potentially harmful risks in the workplace and to protect employees from such hazards by providing them with appropriate Personal

Protective Equipment (PPE). This series of courses outlines the uses, requirements, and employer/team member responsibilities for the most common types of PPE. The courses also outline PPE standards and recommendations from the Occupational Safety and Health Administration (OSHA), American National Standards Institute (ANSI), American Society for Testing and Materials (ASTM), and National Institute for Occupational Safety and Health (NIOSH).

**Duration** 1 Hour 0 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

**Course Versions**  
**Safety Series: Personal Protective Equipment (PPE) Series**

**Duration** 1 hour 0 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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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

Anyone who lives in, works at or visits a multifamily community can be at risk for slips, trips and falls, whether through community negligence or personal error. All communities should have established protocols in place to prevent slips, trips and falls. This course provides an outline of the main risk factors and hazards involved in slips, trips and falls, and the safety measures communities can implement to prevent serious injury to team members, residents and guests.

**Duration** 0 Hours 10 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

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

**Duration** 0 hours 10 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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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 (OHSA 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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** Supervisor  
**Languages** ENG

**Course Versions**  
**Safety Series: Required OSHA Recordkeeping (OHSA 300)**

**Duration** 0 hours 20 minutes

## Safety Series: Safety Orientation

With a heads-up, common sense approach, you can prevent nearly all accidents and injuries. Accident prevention saves everyone—including you—from possible pain, regret and expense. Now, improve your chance of staying accident free even more by learning some key principles and facts including: your responsibilities under OSHA, how to handle hazardous materials and use Safety Data Sheets, using equipment and tools safely, and why all incidents need to be reported.

**Duration** 0 Hours 15 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Edge2Learn  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG/ESP

**Course Versions**  
**Safety Series: Safety Orientation**

**Duration** 0 hours 15 minutes

## Safety Series: Tool Safety

Tools are a large part of maintenance personnel's work lives. Maintenance, construction, plumbing, electrical, and HVAC work all require the use of tools; however,

improper use of tools exposes employees to risks for serious and even fatal injuries. Understanding the hazards, wearing appropriate PPE, and following basic safety procedures will prevent injury.

**Duration** 0 Hours 20 Minutes  
**Package** Safety Series  
**NAA CEC Credits Available** No  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG, ESP

**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  
**Records Score** Yes  
**Content Provider** Grace Hill  
**Subject** Safety  
**Supervisor/Employee** ALL  
**Languages** ENG

**Course Versions**  
**Safety Series: Workplace Illness Prevention**

**Duration** 0 hours 20 minutes