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| *Business Purpose* | This course is designed to train all current and potential property managers to be knowledgeable on what requirements should be addressed when a tenant is vacating the property versus when a tenant should be asked to leave the property.  This instruction will educate managers in recognizing the steps needed on a daily basis for dealing with receiving a move out notice, performing a property inspection, correct security deposit deductions and accurately perform an eviction. By having all managers go thru this course, it will give everyone the same regulations and minimize on any miscommunication or assumed actions that could lead to legal problems for the complex. | |
| *Target Audience* | Current property managers, those new to the position and other apartment office staff that deal directly with residents. | |
| *Training Time* | 50 minutes -based on predicted number of slides. | |
| *Training Recommendation* | This is an e-learning course that utilizes common scenarios to showcase what options the property manager has in different situations and what those outcomes would be, focusing on both the legal and illegal actions allowed.  The course will include knowledge checks to make sure the audience is grasping the concepts and a quiz section to solidify that the information given will be used correctly. It will reiterate common situations the learner will come across daily and solidify the proper actions they are required to take in order to protect themselves and the company they represent from legal ramifications.  By making this an e-learning course, all management and employees of different complexes will be able to obtain the exact same training and complete it in their unstructured time, thus eliminating the need to have all employees be at the same location to receive the training if instructor led.  This instruction will include a restart course option for anyone who may need a refresher on policy or have a question regarding being in compliance with the regulations of the complex.  A date of completion stated by the client is recommended for first time training. | |
| *Deliverables* | This e-learning course will be created in Articulate 360 Storyline.   * + Course will contain voice over narration, avatar-based scenario, engaging interaction for the learner and examples of everyday situations they might face.   + Storyboard with script will be included | |
| *Learning Objectives* | After this course, the target audience will be able to:   * Choose what action to utilize after a move out notice is received * List the required steps in order if an eviction is necessary. * Recognize the common deductions for a security deposit. * Distinguish the response needed for residents leaving the property versus a resident being asked to vacate the residence. | |
| *Training Outline* | Welcome slide   * + - Start Course     - Navigation tutorial option   Course Objectives listed   * + - Determine the difference between the legal and illegal actions for a proper eviction.     - Explain the procedure of a proper inspection and how this affects what deductions are taken from the security deposit.     - Recognize what actions by the resident require them to be asked to leave the property.     - Choose what option to utilize after a move out notice is received.   Avatar based scenario of receiving a move out notice.   * + - Proper interaction of manager to resident is shown between avatars.     - Options and benefits of a move out save explained.   Avatar based scenario if move out save is not needed.   * + - Steps and requirements of move out notice, move out letter, inspection and interview are explained in detail of their importance for the property manager to execute.   Knowledge Check   * + - Drag and drop interaction for learner to choose what actions are the responsibility of the manager or the resident.     - 2 attempts will be given.   Move out Inspection   * + Explaining how a proper walk thru is performed and what actions the manager is responsible for: taking photos, bring checklist, write down deductions, doing inspection with resident present.   + Actions considered illegal for the manager to utilize if resident is not present.   Security Deposits   * + Explains the purpose of a security deposit and common reasons that deductions that are taken off by management.   Leases   * + Legal reasons to terminate are covered and what violates the overall lease agreement.   + When a tenant is into a holdover situation and options for management to correct that issue.   Knowledge Check   * + Multiple choice over deduction of security deposit reasons.   + 2 attempts will be given.   Evictions   * + Showcases the three kinds of evictions: pay rent or quit, cure or quit, and unconditional quit along with the actions needed to be taken when any of them occur.   + Legal steps in correct order for management to take when an eviction is necessary.   + What is illegal for the complex to do during a required eviction.   Quiz Section   * + 5 various styled questions: true false (2), multiple choice (2), and drop menu style (1).   + 80% needed in order to be considered “passed.”   + Knowledge check answers will **NOT** be included in the final grade assessment.   + Review of answers and try again options will be given.   Summary   * + Restates learning objectives for the course.   Conclusion   * + Allows audience to restart the course if needed.   + Allows audience to exit course. | |
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| *Assessment Plan* | The learning from this course will be evaluated in two ways, thru knowledge checks and a quiz section.   * Each knowledge check will allow 2 attempts. * Each knowledge check will review a topic recently covered. * Quiz section will be 5 questions of various styles (true false, multiple choice, drop menu) and require 80% correct by the learner to earn a passing grade. Knowledge check answers will NOT be included in the final grade assessment. * Questions will clearly reflect the stated learning objectives in order to target them for the learner to absorb and retain. * If learner is unable to meet the 80% passing grade, they will be allowed to try the quiz again until the correct percentage is met. * Learner will also be allowed to review answers before retrying the quiz section. | |