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| *Business Purpose* | The HAPM (Hire a Property Manager) company has identified a gap in the skills of their newly hired property managers. Approximately 30% of newly hired PMs are unsure of how to work with vendors and contractors when a repair or service is needed on the property. HAPM would like to better equip their newly hired property managers in working with contractors and vendors. A survey of course participants will be used to determine growth of skills. The survey will be given to participants one month after course completion and again six months after course completion to determine level of skill. The six-month goal is 75% positive feedback from participants.  Property managers assume a variety of responsibilities in their job description. One of those responsibilities involves working with people in other fields, such as contractors and vendors, in order to accomplish the repair or maintenance of a property issue. This course is designed to guide the property manager in how to work with contractors and vendors. Property managers will know their role as it relates to working with a contractor or vendor, be able to identify possible services provided by a contractor or vendor, know reasons and benefits of hiring, and work through the bidding process in securing a contract for contractor and vendor services. | |
| *Target Audience* | This course is intended for newly hired property managers, or those needing to refine their skills in working with contractors and vendors. | |
| *Training Time* | 15 minutes | |
| *Training Recommendation* | The course will be delivered through an eLearning module developed in Articulate Storyline. An asynchronous course would best meet the needs of HAPM employees as it would allow employees to complete the training within their own time frame and would not be subject to their location. HAPM is able to track course completion and test results through their LMS. Knowledge checks and a final assessment will be included in the course. | |
| *Deliverables* | * Storyboard with script * eLearning module developed in Articulate Storyline * Voiceover narration developed in WellSaid Labs | |
| *Learning Objectives* | By the end of this course, the learner will be able to:   1. Define the role of the property manager as it relates to hiring a contractor or vendor. 2. Explain the reasons and benefits of hiring a contractor or vendor. 3. Identify possible contractor and vendor services. 4. Identify the steps of the bidding process. | |
| *Training Outline* | 1. Welcome 2. Navigation 3. Learning Objectives 4. Introduction 5. Roles of the Property Manager 6. Authority Level 7. Management Agreement 8. Preferred Vendors 9. Finding a Contractor 10. Supervising 11. Knowledge Check 12. Reasons to Hire 13. Shortage 14. Cost 15. Documentation 16. Benefits of Hiring 17. Specialized skills and tools 18. Quality based experience 19. The handling of licenses, permits, insurance, and warranties 20. Services 21. Single-Event Services 22. Plumbing repair 23. Roof replacement 24. Electrical malfunction 25. Interior/Exterior painting 26. Parking lot resurfacing 27. New building construction 28. Recurring Maintenance 29. Pool maintenance 30. Landscaping 31. Pest control 32. Housekeeping 33. Carpet maintenance 34. Snow removal 35. Knowledge Check 36. The Bidding Process 37. Scope and Specifications 38. Bidding 39. Awarding the Contract 40. Final Graded Assessment 41. Summary and Conclusion | |
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| *Assessment Plan* | * Two Knowledge Checks based on learning objectives – one after Roles and the other after Services. The learner will have two attempts at the KCs, except for a True/False question. The KCs will not be part of the final graded assessment. * Final Graded Assessment -- 5 questions included. Must receive an 80% to pass. Learner may retake quiz as many times as needed to pass. | |