

The Property Management Applicant Screening Process—Design Document

<p><i>Business Purpose</i></p>	<p>With a rise of transplants from other states and regions to the Dallas/Fort Worth metropolitan area, the demand for rental properties has also grown. To adjust with this market fluctuation, R3 Management is meeting these demands by hiring over 200 new staff members to serve as leasing agents throughout the area.</p> <p>R3 Management has had difficulty keeping up with the pace of the changing market, being able to capture only 50% of the interested renters. This has been attributed to improper implementation of policies and procedures by its leasing agents, specifically lacking in the application screening process and submitting applications and deposits. In a recent survey, existing employees showed dissatisfaction with the time allocated to the training, expressing that it did not give enough time to process the information. Additionally, the survey cited that employees do not feel the existing training adequately prepared them for the demands of the position due to lack of real-world situations.</p> <p>This training aims to review existing employees and train new hires to serve customers accurately and efficiently. The purpose of this training is to:</p> <ul style="list-style-type: none"> • Train learners about company processes and procedures in screening applicants. • Provide learners with relevant workplace scenarios and immediate feedback. • Ensure learners are aware of guidelines and regulations in handling applicant information. • Increase renters to 70%, seeing a 20% increase from the current capture.
<p><i>Target Audience</i></p>	<p>All employees who will be screening applicants for rentals</p>
<p><i>Training Time</i></p>	<p>30 minutes</p>
<p><i>Training Recommendation</i></p>	<ul style="list-style-type: none"> • Due to the widespread need for knowledgeable leasing agents, an e-Learning solution is recommended to ensure employees are adequately and equally trained despite geographical limitations. • The course provides a stream-lined delivery method for employees that will be handling deposits and applications and screening applicants. • There is scaffolded interactivity with knowledge checks based on real-world scenarios that provide immediate feedback to learner. • Final evaluation

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<i>Deliverables</i>	<ul style="list-style-type: none"> • 1 e-Learning course <ul style="list-style-type: none"> ○ Developed in Articulate Storyline ○ Includes voice-over narration ○ Final evaluation • 1 storyboard with script • 1 job aid
<i>Learning Objectives</i>	<p>By the end of this training, learners will be able to:</p> <ul style="list-style-type: none"> • Recognize procedures for submitting applications and deposits. • Identify screening policies. • Describe the stages of the applicant screening process.
<i>Training Outline</i>	<ul style="list-style-type: none"> • Welcome • Navigation • Workplace Scenario • Learning Objectives • Submitting Application & Deposits Procedures <ul style="list-style-type: none"> ○ Application procedures <ul style="list-style-type: none"> ▪ Complete accurately ▪ Follow protocol ▪ Check ID ○ Deposit procedures <ul style="list-style-type: none"> ▪ Deposit ASAP ▪ Collect when application is submitted ▪ Separate payments for fees and deposits • Screening Policies <ul style="list-style-type: none"> ○ Don't discriminate and be consistent ○ Obtain written authorization ○ Follow laws • Knowledge Check 1 • The Screening Process Stages <ul style="list-style-type: none"> ○ Stage 1: Screen the Application <ul style="list-style-type: none"> ▪ Criminal background check

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	<ul style="list-style-type: none"> ▪ Income verification ▪ Check credit history ○ Stage 2: Verify Legal Residency <ul style="list-style-type: none"> ▪ Proper forms of ID: <ul style="list-style-type: none"> • Birth certificate • Passport • Naturalization certificate • Passport/Visa from native country • Green card • I-94 Form ○ Knowledge Check 2 ○ Stage 3: Approve or Deny the Applicant <ul style="list-style-type: none"> ▪ Approved ▪ Approved with Conditions ▪ Denied ○ Stage 4: Notify the Applicant <ul style="list-style-type: none"> ▪ Follow policies/procedures for contacting applicants ▪ Don't leave a voicemail ▪ Include reasons for status ○ Knowledge Check 3 • Review <ul style="list-style-type: none"> ○ Submitting Applications and Deposits ○ Screening Policies ○ The Screening Process • Final Evaluation • Summary
<i>Assessment Plan</i>	<ul style="list-style-type: none"> • Questions aligned to learning objectives: <ul style="list-style-type: none"> ○ Recognize procedures for submitting applications and deposits. (Question 2, 3) ○ Identify screening policies. (Question 1)

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- Describe the stages of the applicant screening process. (Question 4, 5)
 - 5 assessment questions:
 - True/false
 - Multiple Response
 - Matching
 - Multiple Choice
 - Learner must score 80% to pass
 - Learner has unlimited attempts to achieve a passing score
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