

Site Teams –

We are pleased to announce that more class choices in the Grace Hill training program will be available to you this year in an effort allow more flexibility in the training you receive.

How does the program work?

- ✓ All site staff must complete a minimum of 8 classes per year and 2 classes per quarter.
- ✓ All site staff must complete Fair Housing I and II and Preventing Sexual Harassment each year.
- ✓ Each site employee has the freedom to select 5 additional classes from the course list included with this letter based on their own individual interests.
- ✓ You are no longer required to send course certifications to the central office. Class completions are tracked electronically.

What courses can I choose from?

Please see the attached course list that outlines the required courses and offered electives.

When should I take the classes?

You need to take a minimum of 2 classes per calendar quarter or 8 classes per calendar year.

Will the classes I took during Q1 2014, count towards this program?

Yes! Any classes you took during Q1 (January, February, or March) will count toward the 2014 program requirement.

What is Grace Hill?

Grace Hill is the leading provider of multifamily apartment housing industry online education. You can find them at www.gracehill.com . Cambridge has partnered with Grace Hill to provide online training to our employees. Each student must have a unique member account at Grace Hill in order for us to track individual performance. See the instruction sheet attached to get started. For questions or technical support please contact the Grace Hill Help Desk at 866.472.4455



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Online Training Instructions

Step 1 – Establish Membership: Each student must have a unique membership account at Grace Hill in order for us to track individual performance. If you have not yet signed up for your membership please follow the directions below:

- Go to <http://www.gracehill.com>.
- Click **Log In** located at the top right of your screen.
- Complete the registration form using your property name, community address and community phone number.
- During this process, you will choose a personal **User ID** and **Password**. You will need your User ID and Password each time you log into Grace Hill.
- Click **Continue** and the system will ask you to verify your information. If this information is correct, continue on to the Grace Hill home page.
- You have now established your membership. For all future visits, simply log in with your chosen User ID and Password.

Step 2 – Access Learning Center:

- Once you are logged into the Grace Hill website, choose **Begin Training** from the menu bar on the right side of your screen.
- Enter your company Training Code, which is **Cambridge503** then click **Continue**
- Click the **Start** button next to the course title you wish to take
- Choose your **Community** and **Job Position** from the dropdown menus, and then click **Continue**.
- You may pause your training at any time by clicking the **Exit** button at the bottom right corner of your screen. Your progress will automatically be recorded when you exit the program this way. If you close the screen without clicking **Exit** your progress will not be recorded correctly.

Course Materials:

- All Course Workbooks and other downloadable resources from within any Grace Hill course are archived here. Simply choose the appropriate course title from the dropdown menu, and then click on the title of the document you would like to print or download.

✂ Tape Me To Your Computer!

My Training Code is: Cambridge503



Grace Hill Help Desk

Call Toll Free 866-GRACEHILL (866-472-2344) or
click "**Help**" on the menu bar at
www.gracehill.com

Grace Hill: Course List 2014

Minimum 2 classes per quarter and 8 classes per year

Required Courses (annually):

- *Fair Housing I*
- *Fair Housing II*
- *Fair Housing for Maintenance*
(maintenance personnel can substitute this class to meet their Fair Housing requirement)
- *Preventing Sexual Harassment*

Required Additional Coursework:

Choose a minimum of 6 additional courses from the list below.

- *Advanced Leasing*
- *Advanced Telephone Techniques*
- *Asbestos Awareness (also in Spanish)*
- *Being a Team Player*
- *Building a Team Culture*
- *Business Etiquette*
- *Business Writing*
- *Conflict Resolution (also in Spanish)*
- *Creative Marketing Promotions*
- *Curb Appeal*
- *Customer Relationship Management*
- *Customer Service as a Competitive Advantage (also in Spanish)*
- *Dealing with Difficult People*
- *Drug Free Workplace (also in Spanish)*
- *Employee Coaching*
- *Employee Motivation*
- *Essential Skills for the New Supervisor*

- *Follow-up Techniques*
- *Internet Leasing*
- *Interviewing Skills*
- *Introduction to Social Media*
- *Lead Poisoning Awareness (also in Spanish)*
- *Leadership*
- *Leasing for a Living*
- *Leasing for a Living Series*
- *Maintenance for Office Staff*
- *Marketing Principles*
- *Mold Awareness (also in Spanish)*
- *Performance Management*
- *Preparing a Perfect Market Ready Apartment (also in Spanish)*
- *Preventative Maintenance (also in Spanish)*
- *Property Management Financials*
- *Resident Retention for Today's Savvy Customers*
- *Stress Management*
- *Time Management*
- *Traffic Generation*
- *Workplace Diversity (also in Spanish and Supervisor Version)*

New Classes for 2014 – Safety Series

- *Safety Series: Blood borne Pathogens*
- *Safety Series: Blood borne Pathogens (Spanish Version)*
- *Safety Series: Electrical Hazards and NFPA 70E Overview*
- *Safety Series: Electrical Hazards and NFPA 70E Overview (Spanish Version)*
- *Safety Series: Fire Prevention and Safety*
- *Safety Series: Fire Prevention and Safety (Spanish Version)*

- *Safety Series: Hand and Power Tool Safety*
- *Safety Series: Hand and Power Tool Safety (Spanish Version)*
- *Safety Series: Hazard Communication*
- *Safety Series: Hazard Communication (Spanish Version)*
- *Safety Series: Heat Stress*
- *Safety Series: Heat Stress (Spanish Version)*
- *Safety Series: Human Element*
- *Safety Series: Lockout Tagout*
- *Safety Series: Lockout Tagout (Spanish Version)*
- *Safety Series: OSHA 300 - OSHA Recordkeeping Requirements*
- *Safety Series: Pandemic Influenza*
- *Safety Series: PPE00 - Personal and Protective Equipment Overview*
- *Safety Series: PPE00 - Personal and Protective Equipment Overview (Spanish)*
- *Safety Series: PPE01 - Introduction*
- *Safety Series: PPE01 - Introduction (Spanish Version)*
- *Safety Series: PPE02 - Head Protection*
- *Safety Series: PPE02 - Head Protection 02 (Spanish Version)*
- *Safety Series: PPE03 - Eye and Face Protection*
- *Safety Series: PPE03 - Eye and Face Protection (Spanish Version)*
- *Safety Series: PPE04 - Hand and Arm Protection*
- *Safety Series: PPE04 - Hand and Arm Protection (Spanish Version)*
- *Safety Series: PPE05 - Body Protection*
- *Safety Series: PPE05 - Body Protection (Spanish Version)*
- *Safety Series: PPE06 - Foot Protection*
- *Safety Series: PPE06 - Foot Protection (Spanish Version)*
- *Safety Series: PPE07 - Hearing Conservation*
- *Safety Series: PPE07 - Hearing Conservation (Spanish Version)*
- *Safety Series: PPE08 - Respiratory Protection*
- *Safety Series: PPE08 - Respiratory Protection (Spanish Version)*
- *Safety Series: PPE09 - Electrical Protective Devices*
- *Safety Series: PPE09 - Electrical Protective Devices (Spanish Version)*
- *Safety Series: PPE10 - Levels of Protection and Protective Gear*
- *Safety Series: PPE10 - Levels of Protection and Protective Gear (Spanish Version)*
- *Safety Series: Preventing Back Injury*
- *Safety Series: Preventing Back Injury (Spanish Version)*
- *Safety Series: Preventing Slips, Trips and Falls*
- *Safety Series: Preventing Slips, Trips and Falls (Spanish Version)*
- *Safety Series: Safety and You - Supervisors*
- *Safety Series: Safety and You - Supervisors (Spanish Version)*
- *Safety Series: Safety Orientation*
- *Safety Series: Safety Orientation (Spanish Version)*