

Design Document

Training Title: Anytown Apartment Move Out Process

Business Goal and Problem	<p>This training is to improve efficiency and effectiveness in the move-out process for property management employees at Anytown Apartments. There has been a 27% decrease in resident satisfaction since COVID19 and the move out process has not been consistent throughout the properties. The improper processing of lease termination has affected profit margin. Training is for incoming employees and to update existing employees on the procedures for this process in order to maintain high occupancy rates. The goal is to increase occupancy rates at Anytown Apartments by at least 15% by implementing these consistent procedures and improving effective communication with residents throughout the process.</p>
Target Audience	<p>Property managers of Anytown Apartments ranging from new to the company and new to this location.</p>
Learning Objectives	<p>The learner will be able to:</p> <ol style="list-style-type: none">1. Implement the move out process steps.2. Support residents with their move out expectations.
Training Recommendation	<p>Delivery Method: eLearning module, Tool (Storyline 360) would be best to accommodate the employees on different schedules at different locations. This training will allow Anytown Apartment Employees to interact with and retain the important content in order to be consistent with the move out procedures to help increase communication to residents about expectations to properly process security deposits.</p> <p>Approach: Mini scenarios where a fellow property manager navigates the course with assistance from the learner will be included. There will be knowledge checks to make sure the learner is on track and a final assessment with an option to review. This will allow employees to apply knowledge learned to their real life work experiences and build confidence in the process.</p>
Training Time	<p>25-30 minutes</p>
Deliverables	<p>Published SCORM zip file, working .story file (including voiceover narration), storyboard script</p>
Training Outline	<ul style="list-style-type: none">● Navigation● Importance of procedures will be restated to show the necessity of this training

- **Knowledge Check:** review the data that is the cause of this training
- **Learning Objectives:**
 1. **Implement** the move out process steps.
 2. **Support** residents with their move out expectations.
- **Introduction/Purpose of course:**
 - For all property managers to follow the same procedures for moving out to be consistent with the company's goal of decreasing improper processing of security deposits.
 - Property Managers will be able to thoroughly communicate the move out process to residents and know the expectations for completion of the process to begin refund of security deposit correctly.
- **Move out Process**
 - Review Resident Documents
 - Gain understanding of of policy
 - Supply move out agreement
 - Provide move out checklist
 - Schedule Final Inspection
 - Must be reviewed before final inspection scheduled
 - Conduct a walkthrough
 - Collaborate with cleaning and maintenance group
 - Complete Final Inspection
 - Use copy of resident's checklist
 - Complete thorough inspection documenting any issues in order to initiate security deposit
 - Communicate findings with resident
- **Knowledge Check:** review responsibilities of property manager to help support residents through the process
- **Move out Checklist**
 - Instructions for cleaning these areas: floors, walls, windows, doors, kitchen, bathroom
- **Final Inspection Responsibilities**
 - Review the Checklist
 - Conduct the Inspection
 - Document damages or issues
 - Coordinate repairs or cleaning
 - Communicate findings to resident
 - Facilitate the return of security deposit
- **Handling security deposits**
 - Initiated after completion of the final inspection
 - Itemized statement given to resident
 - Remaining security deposit returned to resident

	<ul style="list-style-type: none">• Summary• Quiz/Assessment (See assessment plan)
Assessment Plan	<p>Level 2 Assessment: Knowledge check - Multiple choice with two attempts, ungraded Knowledge check - Multiple select with two attempts, ungraded End of course quiz with 5 questions with two attempts and an 80% passing score</p> <p>Level 3 Assessment: Within three months, the manager will observe property managers executing the move out process using the same process from this training with actual residents. The manager will also review surveys received in this timeframe about each employee filled out by previous residents.</p>