



Welcome to Visto, your one-stop shop for professional development, brought to you by the NAA Education Institute (NAAEI) and Grace Hill. Visit today to earn your NAAEI credentials online and to purchase your continuing education courses.

### Credentials offered on Visto:

Certified Apartment Manager (CAM)	\$825*
Certified Apartment Portfolio Supervisor (CAPS)	\$1,299*
Certified Apartment Supplier (CAS)	\$629*
Independent Rental Owner Professional (IROP)	\$375*
National Apartment Leasing Professional (NALP)	\$339*

### Micro-credentials offered on Visto:

CAMT + E	\$219 for CAMT credential holders
CAMT + L	\$269 for CAMT credential holders
CAM Student Housing	\$319 for CAM credential holders in good standing

*\*Online member price*

### Continuing education courses offered on Visto:

Advanced Closing Techniques (1.5 CECs)	Hoarding (1 CEC)
Advanced Leasing (2 CECs)	Interviewing Skills (1 CEC)
Advanced Telephone Techniques (2 CECs)	Maintenance and the Resident Experience (1 CEC)
Air Conditioning Maintenance and Repair Suite (2 CECs)	Maintenance for Office Staff (1 CEC)
Appliance Maintenance and Repair Suite (1 CEC)	The Make Ready (1 CEC)
Battling Bed Bugs (1 CEC)	NAA Apartmentalize REWIND Session Recordings (6 CECs)
Building a Team Culture (1 CEC)	NAA CampusConnex REWIND Session Recordings (3 CECs)
Business Ethics (1 CEC)	NAA Click, Lease, and Learn (1 CEC)
Business Etiquette (1 CEC)	NAAEI and Orkin Integrated Pest Management (1 CEC)
Creative Marketing Promotions (1 CEC)	NAAEI's Ensuring Accessible Housing (1 CEC)
Crisis Management (1 CEC)	Performance Management (1 CEC)
Curb Appeal (1 CEC)	Plumbing Maintenance and Repair Suite (1.5 CECs)
Curb Appeal and General Exterior (1 CEC)	Preventive Maintenance (1 CEC)
Dealing With Difficult People (1 CEC)	Principles of Energy Efficiency for Maintenance (3 CECs)
Defeating the Mold Monster (1 CEC)	Principles of Student Housing (3 CECs)
Electrical Maintenance and Repair Suite (1 CEC)	Traffic Generation (0.5 CEC)
Employee Coaching (1 CEC)	
Fair Housing and Beyond (3 CECs)	
Heating Maintenance and Repair Suite (1 CEC)	

Individual credential course modules can also be taken as stand-alone courses for continuing education credit.

**KEY:**

EN/SP: English/Spanish version available

DPOR: Department of Professional and Occupational Regulation

TDHCA: Texas Department of Housing and Community Affairs

**Property Management Fundamentals offered on Visto:**

Advanced Leasing		Leadership Skills 1: Knowing Your Role	
Asbestos Awareness	EN/SP	Leadership Skills 2: Talking the Talk	
Assistance Animals in Multifamily Housing		Leadership Skills 3: Walking the Walk	
Basic Electrical		Leadership: Profiles in Multifamily Housing	
Basic HVAC		Leasing 101	
Basic Plumbing		Leasing Series 1: Planning and Preparation	
Being a Team Player		Leasing Series 2: Inquiry to Appointment	
Business Writing: Grammar Works		Leasing Series 3: Touring the Community	
Conflict Resolution		Leasing Series 4: Closing and Follow-Up	
Conflict Resolution: Supervisor Version		Marketing for Affordable Communities	
Crisis Management 1: Emergency Prevention	EN/SP	Marketing Principles for Multifamily Housing	
Crisis Management 2: Emergency Preparation	EN/SP	Office Politics 1: Managing Office Politics	
Crisis Management 3: Response	EN/SP	Office Politics 2: Office Politics & Professional Development	
Crisis Management 4: Crime Awareness and Prevention		Preparing a Perfect Market Ready Apartment	
Customer Relationship Management		Property Management Financials	
Customer Service 1: Be Proactive		Quick Start: Curb Appeal	
Customer Service 2: Be Professional		Quick Start: Customer Service	
Customer Service 3: Be Prompt		Quick Start: Internet Marketing	
Customer Service 4: Be Personal		Quick Start: Make Ready Process	
Drug-Free Workplace	EN/SP	Quick Start: Onsite Sales	
Drug-Free Workplace (Supervisor Version)		Quick Start: Resident Retention	
Emotional Intelligence 1: Understanding Emotions		Quick Start: Telephone Techniques	
Emotional Intelligence 2: Managing Emotions		Reputation Management	
Emotional Intelligence 3: Embracing Emotions		Resident Retention	
Employee Engagement		Risk Management 1: Risk Assessment	EN/SP
Employee Motivation		Risk Management 2: Protecting People	EN/SP
Essential Skills for the New Supervisor		Risk Management 3: Protecting Property	EN/SP
Fair Housing (DPOR & TDHCA approved)	EN/SP	Risk Management 4: OSHA Compliance	EN/SP
Fair Housing for Maintenance	EN/SP	Sexual Harassment	EN/SP
Fair Housing II	EN/SP	Sexual Harassment for Supervisors	
Follow-Up Techniques		Stress Management	
Fundamentals of Golf Cart Safety		Supplier Success	
Generational Differences 1: The Multigenerational Workplace		Time Management	
Generational Differences 2: Building a Bridge		Workplace Diversity	EN/SP
Introduction to Social Media		Workplace Diversity (Supervisor Version)	EN/SP
Ladder Safety 1: Best Practices		Workplace Harassment	
Ladder Safety 2: Choosing a Ladder		Workplace Harassment (Supervisor Version)	
Lead Poisoning Awareness			


[www.GoWithVisto.org](http://www.GoWithVisto.org)

Use code "visto19" for a 10 percent discount off your entire purchase, valid through Dec. 31, 2019.