



# Certified Occupancy Specialist Advanced (COSA)

## From Specialist to Expert – Welcome to the next level of your occupancy training

The Certified Occupancy Specialist (COS) training by NCHM has been the gold-standard in the housing industry for decades, and COS Advanced (COSA) takes it one step further, focusing on evaluation and analysis of compliance data and processes, electronic submission of data, and problem resolution.

NCHM was created to professionalize the housing industry, and COSA was developed to take housing managers from specialists to experts by providing participants with the knowledge to effectively navigate, and analyze, the increasingly complex field of HUD compliance.

COSA includes deep dives into the technical details and challenges of managing compliance with HUD's assisted housing programs.

**Please Note: The certification exam for this class is completed online. Students have one week following completion of the class to take the online exam.**

## COURSE PROFILE

**Duration:** Online Course taught over a three-day period

**Exam:** Includes an online 4-hour exam

**Format:** Class meets online for three consecutive days. The three days of training are from 1pm to 5pm EST. The online exam is available for one week following the last day of the course.

**Prerequisites:** COS certification or approved equivalent (non-COS must pass COS exam prior to attending COSA)

**Audience:** Occupancy specialists; senior compliance staff

**Provided:** Course Manual, Course Workbook, Course Presentation. Students will be expected to provide their own HUD Handbook 4350.3 REV-1 updated through Change 4



Program dates/registration  
visit [nchm.org](http://nchm.org) or call 800-368-5625

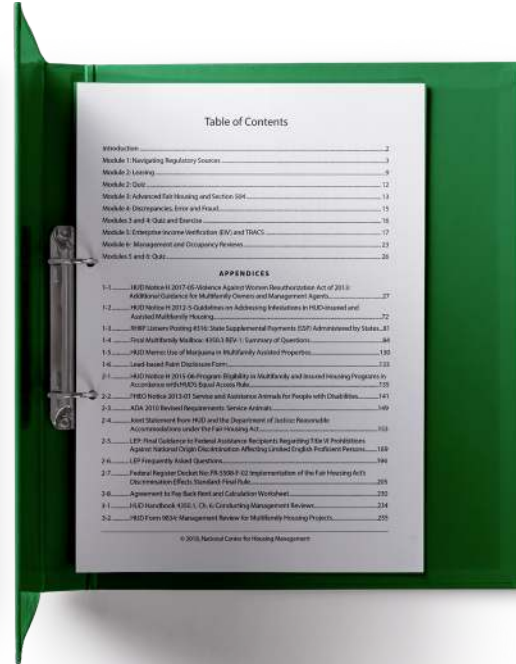
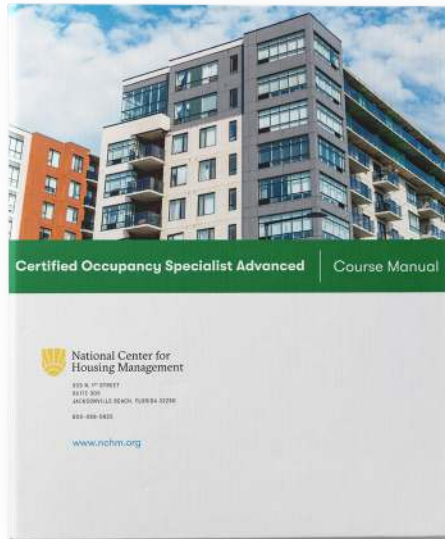
## What you will learn:

- Navigating regulatory resources including: HUD Handbooks, guidebooks, Federal Register documentation, notices, RHIIP ListServ posts etc.
- Leasing compliance, including VAWA regulations
- Advanced Fair Housing, Section 504 and LEP Regulations
- Effective Interviewing Techniques
- Errors, Fraud, and Discrepancy Resolution
- TRACS and MAT Files: How to ensure your records are complete
- Special Claims Processing



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## COURSE MATERIALS



- Course Manual
  - Course Workbook, and
  - Course Presentation
- (Students will be expected to provide their own HUD Handbook 4350.3 REV-1 updated through Change 4)

## COURSE AGENDA

DAY  
1

1:00pm-5:00pm

- Introduction
- Navigating Regulatory Resources
- Leasing

DAY  
2

1:00pm-5:00pm

- Advanced Fair Housing and Section 504
- Effective Interviewing Techniques

DAY  
3

1:00pm-5:00pm

- Discrepancies, Errors, and Fraud TRACS
- Special Claims