

Park Manager Training Program - Frequently Asked Questions (FAQ)

As an approved third-party provider, WMA is pleased to offer the new Park Manager Training Program initial training course, developed in partnership with the California Department of Housing and Community Development (HCD), to support compliance with state regulations.

This on-demand curriculum provides park managers with the knowledge and tools needed to meet the new certification requirements established by the State of California. Below are answers to frequently asked questions about the program.

What is the Park Manager Training Program?

The Park Manager Training Program ensures that at least one person is properly certified and trained as a manager for each mobilehome park or recreational vehicle park in California, as specified in California Code of Regulations, Title 25, Division 1, Chapter 2.3 and Health and Safety Code, Section 18876.1.

The law requires that one person per mobilehome park or recreational vehicle park employed as or acting under contract as an onsite or offsite managerial capacity or role receives the training, but it does not require that a different person is trained per park. If there is a person who completes the training and is managing multiple parks, it would satisfy the requirements for each park they manage. The person will have to be listed as the manager for the park with HCD and the third-party provider will submit the training completion for each park the person manages. If someone manages more than ten parks, the third-party provider can charge an additional fee of up to \$200.00 for the coursework fee.

To learn more, please visit the HCD Park Manager Training Program page:

<https://www.hcd.ca.gov/mmh/parks/park-manager-training>

When will the training start?

The HCD-approved initial training course is now available on demand via WMA's learning management platform, ensuring continuous access and completion at the participant's convenience.

What steps are required to sign up and get started?

Individuals seeking certification must do the following to get started and meet the state training requirements:

- Log in to their individual WMA account (account access is available to both members and non-members).
- Complete the identity verification, application, course registration, and payment process, and be sure to fill out all required fields.
- Complete the online course, knowledge checks, and pass the final exam with a score of 75% or higher.

Does WMA offer member pricing?

This course is available to members and non-members. Member pricing is available only to applicants with a membership in good standing. Payment is due upon registration, and accepted payment methods include major credit cards.

Is this training completed during the workday or after hours?

This is not a live webinar. The course is fully on-demand and may be completed at the individual's discretion and on their schedule. Participants may exit the course and log back in later to resume where they left off. Instructions are available on the main course page once individuals enroll and access it.

What is required? What is the course format?

The course includes learning modules covering the required topics and interactive knowledge checks that must be answered to advance to the next module. These knowledge checks are designed to reinforce learning and ensure comprehension of key content areas.

Once participants complete each course, they must pass an exam with a score of 75% or higher.

Is this training only for California?

Yes. While some other states have similar manager training requirements, this program is specific to the State of California.

Will managers need to mail anything in, or is this strictly online?

No materials need to be mailed. Once an individual completes the course and exam with a passing score of 75% or higher:

- WMA's system will record the completion.
- Upon passing, WMA will issue an electronic notice of completion to participants. (Note: this is not the official certificate of completion; HCD will issue that.)
- WMA will notify HCD of successful completion.
- HCD will mail a Certificate of Compliance to the certificate holder.

Do previously earned WMA MCM units count toward this certification?

No. MCM units previously earned do not count toward this certification requirement.

Who should be contacted with questions about program requirements?

Specific questions regarding the program requirements, exemptions, or fees should be directed to HCD at: pmp@hcd.ca.gov

Additional information is available on the HCD Park Manager Training Program webpage:

<https://www.hcd.ca.gov/mmh/parks/park-manager-training>

If you have questions regarding WMA's park manager training course, please contact WMA at 916.448.7002 or email to info@wma.org.