

A person is holding a brown tool bag filled with various tools, including pliers, a wrench, and a screwdriver. The image is overlaid with a red tint. The text "DAY-BY-DAY TRAINING" is centered over the image.

DAY-BY-DAY
TRAINING

DAY 01

WELCOME

Day 1 – Welcome

- Assume that onboarding processes and welcoming the individuals to the team may take the first full day.

DAY 02

LEARN ABOUT YOUR COMPANY

Day 2 – Learn About Your Company

- Learn about the company's values and culture.
- Meet with a mentor if part of the apprenticeship program.

DAY 03

SHADOW THE TEAM

Day 3 & 4 – Shadow the Team

- Walk the property.
- Discuss apps and technologies required for their work, especially related to work orders.
- Have them meet with not only the service team members but leasing and office staff as well.

DAY 04

SHADOW THE TEAM

DAY 05

REVIEW DAYS 1-4

Day 5 – Review days 1-4.

Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 01

DAY 02

DAY 03

DAY 04

DAY 05

SHARE BASIC EMERGENCY PROCEDURES AND REVIEW KNOWLEDGE

KNOWING THE PROPERTY

REVIEW DAYS 1-4

Day 1 – 3 – Share Basic Emergency Procedures and Review Knowledge.

- Discuss general safety procedures and supplement with videos and other resources. Topics such as: slip and fall and injury prevention, chemical hazards, ladder procedures and more.
- Walk through vacant units and the shops to review knowledge of:
 - AC unit and understanding of freon. If the tech does not have their certification, consider time for them to study and take the CFC test.
 - Identify where the breaker panel is and discuss lock out tag out kits and safety issues
 - Discuss domestic hot water setup and outline shutoffs for emergencies/repairs (utilize large site map/shutoff location posted in shops where applicable).
 - Walk through the shop and discuss how to find parts and what to do in case they need parts.
 - Cut off valves (electrical and plumbing)
- Discuss company-owned tools versus personally-owned tools. Organizations are encouraged to have a set of tools that the apprentice can utilize or to gift them some basic tools. Consider partnering with a Supplier Partner for these basic tool kits.

Day 4 – Knowing the Property

- Identify all shut-off map locations and walk the technician through how to shut off the water and electricity in the event of an emergency.
- Discuss any permits or licenses to be aware of.

Day 5 – Review days 1-4.

Look for opportunities to have them show off what they've learned this week.

DAY 01

LEARN TO WALK
VACANT UNIT

Day 1 – Learning to Walk a Vacant Unit

- Show how to determine what needs to be done to turn the apartment, teaching them to walk right to left.
- Emphasizing time management for make-ready and walk them through any turnover checklists.
- Introduction to Smart Home Technology (if applicable for the property)

Day 2 – Introduction to Painting

- Focus on the steps for a professional paint job.
- Discuss the types of brushes and rollers.
- Discuss different types of paint and sheens.
- How to perform touch-ups.

Day 3 – Introduction to Paint Sprayers

- Introduction to paint sprayers and different components.
- Importance of PPE for using sprayers and related OSHA requirements.
- Have them paint the unit and make repairs and evaluate their skills afterward.

DAY 02

INTRO TO
PAINTING

DAY 03

INTRO TO PAINT
SPRAYERS

DAY 04

CAULKING

Day 4 – Caulking

- The importance of how to remove and replace caulk and why we do this.
- Tips for caulking.
- Painting can continue if needed.

Day 5 – Review days 1-4.

Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 05

REVIEW DAYS
1-4

DAY 01

WALK COMMON AREAS

Day 1 – Walk the common area spaces.

- Visit fitness center, garages, clubhouse, business centers, dog wash areas, dog parks, elevators, etc. with an eye towards what to look for and how to make repairs.
- Review the importance of cleanliness of the spaces, lighting and hazards on the property. Work to have the apprentice develop an awareness for these.

Day 2 –Dog/Car Wash areas (if applicable)

- If you have dog and car wash areas, walk through the following:
 - Water shut off locations.
 - Any filtration system on the vacuum and when to clean it.
 - Drainage inspections

Day 3 – Sprinkler Closets & Golf Carts (if applicable)

- Sprinkler Closets
 - Keeping the heaters operational.
 - Inspection of any hose systems and how to make repairs.
- Golf carts
 - The importance of keeping distilled water in the batteries and that the terminals are clean and that the brakes, lights, and horns work.

DAY 02

DOG/CAR WASH AREAS

DAY 03

GOLF CARTS & SPRINKLER CLOSETS

DAY 04

RTU & ELEVATORS

Day 4 –Remote Terminal Units & Elevators (if applicable)

- If you have RTU's, walk them through the following:
 - What is their function & areas of service
 - Location of thermostats, filters & compressors
 - What to look for and how to test systems
- If you have elevators, make sure to cover:
 - Inspection of the track for debris
 - Inspection of the cab for damages and for proper operation
 - Testing the emergency phone, bell or alarm
 - Check the elevator machine room for oil leaks, HVAC functionality, lights are operating, or any abnormal sounds or metal shavings on the floor.
 - Share who to contact in the event of an emergency.

Day 5 – Review days 1-4.

Find opportunities to have them show off what they've learned this week. Also share opportunities for additional learning or opportunities for the Certified Pool Operator course.

DAY 05

REVIEW DAYS 1-4

DAY 01

**FILTRATION
PROCESS &
WATER
CHEMISTRY**

Day 1 – Discuss the filtration process and the importance of water chemistry.

- Walk through the important terms: PH, chlorine, water hardness, alkalinity.
- How we test for them
- How levels of one affect levels for all.
- Show them the pump room and identify the different components and how they work
 - Pool pump, pump strainer, filter, chlorinator, skimmer basket and heater
- Identify PPE equipment such as face shields, gloves, and aprons and the importance of always utilizing them.

Day 2 – Test on different components and reinforce items from day 1 that were not clear.

- Walk the apprentice through testing the water and logging the results.

DAY 02

**TEST
COMPONENTS
& REINFORCE
DAY 1**

DAY 03

**HOW TO USE
CLEANING
TOOLS**

Day 3 – Walk through different cleaning tools and how to use them.

- How to use the vacuum, dolphin self-cleaning tools, and bushes.
- How to brush the pool service

Day 4 – Test on the filtration process, PPE, and safety procedures

- Test on filtration procedures again
- How to test and log the results
- Ensure correct usage of PPE

DAY 04

**TEST ON
FILTRATION,
PPE & SAFETY**

DAY 05

**REVIEW DAYS
1-4**

Day 5 – Review days 1-4

Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 01

BASIC PLUMBING KNOWLEDGE

Day 1 – Basic Plumbing Knowledge

- Review plumbing related safety items.
- Discuss how water travels through the building and into the apartment.
- Show them the shut-off locations for the unit and the entire building and discuss what to do in an emergency.

Day 2 – Replacing Pipes, Parts & Toilet Repair

- Open a cabinet and discuss what an angle stop is and how to replace it.
- Show them an angle stop in the maintenance shop and discuss what a compression fitting is and how to install a new one.
- Take apart a bathroom sink and have them assemble the drain and p-trap and outline the importance of proper flow away from the sink to get adequate drainage.
- Basic understanding of how the toilet works.. Replacing flappers, general repair and troubleshooting.

DAY 02

REPLACING PIPES & PARTS

DAY 03

THE KITCHEN SINK

Day 3 – The Kitchen Sink

- Discuss the components of a kitchen sink including how to install a garbage disposal.
- Have them install a drain and garbage disposal as well as the pipes and p-traps. Outline the importance of proper slope.

Day 4 – Showers & Water Heaters

- Walk through the shower valve and diverter.
- Show them how to change out a diverter and a shower cartridge.
- Discuss when to change out a shower cartridge and when to change out a diverter.
- Have them change them out as well.
- Cover basic functions and safety of water heaters.

Day 5 – Review days 1-4. Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 04

SHOWERS & WATER HEATERS

DAY 05

REVIEW DAYS 1-4

DAY 01

**BASIC ELECTRICAL
INTRO****Day 1 – Basic Electrical Introduction**

- Review electrical related safety items. Outline the hot and neutral wires and how they flow through a circuit.
- Show them a multimeter and teach them how to use it. Test a receptacle for power.
- Cover the panel – 120v vs 240v
- Walk through the lockout tag kit and show how to use it.
- Walk through the basics of how to use a multimeter.

Day 2 – Receptacle & Switches

- Have them shut down the power to an apartment and change a receptacle and a switch.
- Ensure that they know how to test for power first.

Day 3 – GFCI

- Show a GFCI (Ground Fault Circuit Interrupter) and how to test them.
- Walk through opening one up and replacing it.
- Remove the existing GFCI and have them reinstall it.

DAY 02

**RECEPTACLE &
SWITCHES**

DAY 03

GFCI

DAY 04

**WIRING
RECEPTACLES****Day 4 – Wiring Receptacles**

- Walk them through how to wire a receptacle so the two plugs work independently from each other. Explain that this can be used for dedicated circuits or switched receptacles.
- Remove the tab on the hot side to demonstrate.
- Make sure they understand how the tab moves power from the top terminal to the bottom until it is broken.

Day 5 – Review days 1-4. Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 05

**REVIEW DAYS
1-4**

DAY 01

REFRIGERATORS

Day 1 – Refrigerators

- Review safety related items to appliances.
- Walk through the refrigerant cycle in a fridge and discuss how the evaporator is in the freezer section and moves air down to the fridge.
- Walk through the defrost cycle and show them the heating element on the coil.
- Discuss what will happen if the defrost cycle does not work and the coils freeze over.
- Talk about cleaning the condenser coils on the bottom or backside of the fridge.

Day 2 – Microwaves & Ranges

- Talk about the different components of a microwave.
- Show them how to replace a door, a control panel, and the magnetron.
- Outline the cost of a new microwave versus a control panel or a magnetron.
- Discuss why we replace entire microwaves when the cost of the part exceeds the cost to replace it and why we salvage the good parts and keep them for other apartments.
- Show them how to install the microwave and the location of the screws in the upper cabinet.
- Discuss the different components of the range.
- Pull an electric coil out and show them how to repair and replace the housing and the coil, as well as the burner on a gas stove.
- Open the oven and demonstrate where the thermostat is and electric heating elements, and on a gas stove walk through the glow ignitor and the burner.
- Discuss checking the gas orifices as well.

DAY 02

MICROWAVES & RANGES

DAY 03

DISHWASHER

Day 3 – Dishwasher

- Show the motor, solenoid, and pump motor on the bottom of the dishwasher.
- Outline how to replace each part and show them how they hook up to the drain on the kitchen sink and the hot water supply line.
- Ensure they know about the knockout on the garbage disposal.

Day 4 – Washer/Dryer

- Share the components of the washer and the dryer
- Walk through the timer and lid switch, the motor, float, transmission and pump.
- Open the dryer and discuss the limit switches, heating elements as well as the importance of ensuring the dryer vent is clean and clear.

Day 5 – Review days 1-4. Look for opportunities to have them show off what they've learned during turns or service requests.

DAY 04

WASHER/DRYER

DAY 05

REVIEW DAYS 1-4

DAY 01

BASIC INTRO
TO HVAC**Day 1 – Basic Introduction to HVAC**

- Review HVAC related items.
- Discuss how HVAC systems work.
- Describe the refrigeration cycle and a very basic overview of thermodynamics.
- Outline the fact that the process of conditioning a space is the removal of heat and that refrigerant is the engine that removes the heat from the apartment to the outside unit. It is then released into the atmosphere where the refrigerant then comes back to the apartment to start the cycle over again.

Day 2 – Components of the system

- Walk through the refrigerant cycle again and outline the different components of the system.
- Discuss how the air travels over the evaporator coils and back into the apartment.
- Identify the condenser unit and describe how the refrigerant travels through the compressor and then out of the condenser coils.
- Talk about the importance of a clean condenser and evaporator coil, as well as the air filter.
- Review the importance of HVAC preventative maintenance and what that schedule looks like.

Day 3 – Electrical components of the systems

- Discuss the electrical components of the HVAC system (thermostat monitors, capacitors, relays, transformers, fan motors, contractor) their purpose, and where they're located.

DAY 02

COMPONENTS
OF THE SYSTEM

DAY 03

ELECTRICAL
COMPONENTS
OF THE SYSTEM

DAY 04

TROUBLESHOOTING

DAY 05

REVIEW DAYS
1-4**Day 3 – Cont.**

- Discuss how the thermostat monitors the temperature in the space and will call for heat or cooling depending on the settings on the thermostat.
- Walk them through the role of the 24-volt components and how to test each one.

Day 4 – Troubleshooting

- Review the system and what you've covered in the first three days to determine what information has been retained and what needs additional clarification.
- Walk through some troubleshooting tips, such as taking temperature readings.
- Discuss the 20-degree split.
- Discuss the importance of testing versus random replacements.
- If the tech has basic knowledge and experience, work through superheat and subcooling, with and without the utilization of digital gauges.

Day 5 – Review days 1-4.

Look for opportunities to have them show off what they've learned during turns or service requests. Share opportunities for additional learning or opportunities for the EPA 608 Certification course.

WEEK 10 – REVIEW & EVALUATION

DAY 01

**SAFETY
PROCEDURES &
MAKE
READY/PAINTING**

DAY 02

**COMMON AREA
MAINTENANCE &
POOL
MAINTENANCE**

DAY 03

**PLUMBING &
ELECTRICAL**

DAY 04

**APPLIANCES &
HVAC**

DAY 05

**PROGRAM
WRAP UP**

RECRUIT ★ TRAIN ★ RETAIN