



## PHCC Academy<sup>®</sup> Fast Track to Service Plumbing Syllabus

### Course Contact for Registration and Non-LMS Questions

State Chapter Partner

Refer to <http://foundation.phccweb.org> and search for PHCC Academy<sup>®</sup> page for listing  
If your state is not listed – PHCC Academy staff – [fasttrack@naphcc.org](mailto:fasttrack@naphcc.org)

### Course Contact for Technical Problems in Absorb LMS

PHCC Academy<sup>®</sup> Staff

[academysupport@naphcc.org](mailto:academysupport@naphcc.org)

Welcome to the PHCC Academy<sup>®</sup> Online Fast Track to Service Plumbing!

### Course Description

Develop your entry level service technicians (residential or commercial) using a standardized plumbing service curriculum. Combined with on the job training activities, service technicians will gain the knowledge and skills necessary to perform their duties safely, efficiently and job ready. The course includes 33 online training modules critical for the success of today's plumbing professional. Module topics include safety, customer service, plumbing and electrical work, basic business skills and more.

### Course Goals

- Identify the basic definition, principles, and purpose of the plumbing profession.
- Identify safety procedures and practices in the plumbing trade.
- Identify basic business terms, practices, and contract types for service plumbers.
- Have an improved understanding of customer service skills and methods.
- Describe the properties of water, water sources, and treatment.
- Describe the relationship between pressure, force, and area in liquid systems.
- Describe causes and remedies for noise in water systems.
- Summarize the health risks of contamination and improper plumbing for the general public and the plumbing technician.
- Contrast public and private waste disposal.
- Provide the legal definition of water contaminants and their treatment methods.

- Describe the operation and different types of plumbing traps.
- Describe the properties of air and the methods and problems of measuring small air pressures.
- Define basic electrical terms.
- Explain how electricity flows through a circuit.
- Describe various power supply voltages and arrangements for single-phase and three-phase.
- Understand and apply Ohm's law to practical applications.
- Describe different types of circuit protection.
- Identify different types of motors found in plumbing work.
- Explain what to do if an electrical shock occurs.
- Demonstrate proper techniques for using test equipment and for finding a fault in an electrical circuit.
- Solve math problems including fractions, decimals, and percentages.
- Interpret measurements and calculate building dimensions.
- Calculate perimeter, area, volume, and offsets.
- Recognize and identify uses of hand, rough-in, finish, repair, and power tools in the plumbing trade.
- Describe and specify building drains and drainage fixture units.
- Describe materials, installation, trenching, and shoring for building sewers.
- Identify and describe joining methods for different types of piping.
- Identify and describe pipe, stack, and vent construction and installation.
- Identify and describe types, uses, and joining methods for copper and plastic piping.
- Identify steel piping types, describe joining methods, and explain the relationship between steel piping and the National Pipe Thread Taper.
- Describe common fuel gases as well as materials and techniques for gas piping systems.
- Describe installation procedures of gas appliances and gas systems.
- Explain common corrosion protection terms. Summarize the theory related to cathode protection for piping.
- Identify and apply proper joining methods for Copper, Polyethylene, and Polyvinyl piping.
- Identify valves and describe their functionality and varietal uses.
- Identify sink types and faucet parts. Troubleshoot sink and faucet problems. Install and troubleshoot food waste disposers.
- Describe toilet and bidet installation, use, and troubleshooting.
- Describe bathtub and lavatory installation, use, and troubleshooting. Explain how mixing valves work.
- Describe the parts, characteristics, and replacement process for different water heaters.
- Identify safety precautions and ventilation for natural and LP gas applications.
- Identify, select, and troubleshoot different types of pumps available to the plumber.
- Describe equipment, repair, and clean-out procedures for building water service and waste stoppages.
- Describe the types, causes, and degrees of backflow hazard. Describe the equipment and techniques for backflow and cross-connection protection.

### **Student Responsibilities**

- Complete work in a timely manner.
- Read all information and assignments within the learning management system before starting the course.
- Complete all tests in this course as closed-book. Students are on the honor system.
- Complete all assignments with a passing grade of 70 percent or higher.
- Print certificate and give to employer with check list after completion of each module.

### **Employer Responsibilities**

- Ensure that all students enrolled are proficient in reading and writing in English at a high school level and possess the self-motivation to complete internet-based coursework.
- Review module student is working on and send them to jobs to support their coursework.
- Complete work-based learning exercises with your student that accompany each module.

### **State Chapter Partner Responsibilities**

- Register and enroll students in the Fast Track to Service Plumbing course on the learning management system.
- Assist students with ordering eBook for their course.
- Act as the primary point of contact for students and employers who register for courses in their state.
- Serve as the liaison between the PHCC Academy and employers of students or technicians enrolled in the program in their state.

### **PHCC Academy Responsibilities**

- Administer the learning management system and course offerings for the eLearning program. This includes developing course content and placing it into the learning management system.
- Provide students with learning management system usernames and passwords.
- Provide all administrative functions on the learning management system.
- Provide a certificate to students upon successful completion of each module.

### **Required Textbook (Purchased Separately)**

Plumbing: Service and Repair (Custom Edition) eBook.

### **Assignments**

All module units consist of assigned reading, video, and a 25-question exam.

#### Module 01 – The Plumb Truth

Explore the beginnings of the plumbing industry from ancient civilizations to current society. Understand basic plumbing definitions and principles as well as learn the purpose of the plumbing profession. Learn the responsibilities necessary to ensure a clean water supply as well as how plumbing codes and licensing keep the nation safe. Explore the skills needed to have a successful future in the plumbing profession.

Read associated readings in *Module 01 – The Plumb Truth*

Work through instructional material

Watch Module 01 Videos

Module 01 PowerPoint

Module 01 Exam

### Module 02 – Safety Dance

Identify safety procedures and practices that are common in today’s plumbing profession.

Examine common jobsite safety requirements, emergency medical services, fire protection, electrical lockout/tagout and safety and personal protective equipment required in the plumbing profession to ensure job safety for everyone on the team.

Read associated readings in *Module 02 – Safety Dance*

Work through instructional material

Watch Module 02 Videos

Module 02 PowerPoint

Module 02 Exam

### Module 03 – It’s Business Time

Understand how a typical service business works by identifying basic business terms, practices and contract types used by service/repair plumbing technician. Identify the path of a typical service request from the initial call to completion. Learn how “soft skills” can set the tone to create a professional image and strong first impression to encourage a return customer.

Read associated readings in *Module 03 – It’s Business Time*

Work through instructional material

Watch Module 03 Videos

Module 03 PowerPoint

Module 03 Exam

### Module 04 – Water You Talking About?

Examine the importance of plumbing safety and the consequences of improper plumbing installation on the water supply. Learn the states and sources of water and how they are treated. Explore common water contaminants and how to handle public and private water waste.

Read associated readings in *Module 04 – Water You Talking About?*

Work through instructional material

Watch Module 04 Videos

Module 04 PowerPoint

Module 04 Exam

### Module 05 – A Suitable Case for Treatment

Understand the relationship between pressure, force, and area in liquid systems and learn the causes and remedies for noise in water systems such as vibration, turbulence, and water hammer. Identify common contaminants and the contaminant groups as defined by the Safe Drinking

Water Act as well as the treatment methods for various water problems including filters, neutralizing tanks, softeners, and radiation.

Read associated readings in *Module 05 – A Suitable Case for Treatment*

Work through instructional material

Watch Module 05 Videos

Module 05 PowerPoint

Module 05 Exam

### Module 06 – It's a Trap!

Describe and discuss the properties of air including pneumatics, drain lines, and compressed air. Examine the methods and problems associated with measuring very small air pressures. Identify the types of plumbing traps that are seen in the plumbing profession as well as understanding how they operate.

Read associated readings in *Module 06 – It's a Trap!*

Work through instructional material

Watch Module 06 Videos

Module 06 PowerPoint

Module 06 Exam

### Module 07 – Electric Slide

Understand basic electrical concepts such as voltage, resistance, and power. Discuss various supply voltages and arrangements for single-phase and three-phase levels that could be involved in service and repair troubleshooting. Explain how electricity flows through a circuit.

Read associated readings in *Module 07 – Electric Slide*

Work through instructional material

Watch Module 07 Videos

Module 07 PowerPoint

Module 07 Exam

### Module 08 – Mo' Power!

Describe various power supply voltages for single- and three-phase. Discuss series and parallel circuits.

Read associated readings in *Module 08 – Mo' Power!*

Work through instructional material

Watch Module 08 Videos

Module 08 PowerPoint

Module 08 Exam

### Module 09 – Resistance is Not Futile; It's Voltage Divided by Current

Review the fundamentals of electricity. Learn how to calculate unknown values using Ohm's law and the power equation.

Read associated readings in *Module 09 – Resistance is Not Futile; It's Voltage Divided by Current*

Work through instructional material

Watch Module 09 Videos

Module 09 PowerPoint

Module 09 Exam

#### Module 10 – Always Use Protection

Expand on electrical safety requirements like lockout/tagout. Describe and discuss the different types of circuit protections such as fuses, breakers, and GFCIs and how they help keep everyone safe. Review electrical safety concepts for jobsite safety.

Read associated readings in *Module 10 – Always Use Protection*

Work through instructional material

Watch Module 10 Videos

Module 10 PowerPoint

Module 10 Exam

#### Module 11 – Motor Head

Discuss the different types of motors found in the plumbing profession. Examine the basic components and characteristics of motors found in plumbing.

Read associated readings in *Module 11 – Motor Head*

Work through instructional material

Watch Module 11 Videos

Module 11 PowerPoint

Module 11 Exam

#### Module 12 – Shocking!

Review basic and electrical safety. Learn what to do if an electrical shock occurs and how grounding and voltage relationship impact an electrical shock. Explore various scenarios of an electric shock on a jobsite and what to do in each scenario.

Read associated readings in *Module 12 – Shocking!*

Work through instructional material

Watch Module 12 Videos

Module 12 PowerPoint

Module 12 Exam

#### Module 13 – Trouble is My Middle Name

Explore proper techniques for using test equipment such as voltmeter, ammeter, and ohmmeter. Demonstrate the use of a systemic approach for finding a fault in an electrical circuit. Understand how using proper techniques and test equipment helps identify electrical faults quickly and accurately.

Read associated readings in *Module 13 – Trouble is My Middle Name*

Work through instructional material

Watch Module 13 Videos

Module 13 PowerPoint

Module 13 Exam

#### Module 14 – Mathletics Training

Learn the math solving process and what information is critical for solving math problems.

Understand how integers, fractions, percentages and decimals are used in the day to day plumbing profession. Calculate the solutions for equations involving fractions, decimals and percentages.

Read associated readings in *Module 14 – Mathletics Training*

Work through instructional material

Watch Module 14 Videos

Module 14 PowerPoint

Module 14 Exam

#### Module 15 – Measurement Rules!

Identify and understand common measuring devices in the plumbing profession including rulers and tapes. Interpret building dimensions from scale measurements. Understand and interpret readings on basic gauges.

Read associated readings in *Module 15 – Measurement Rules!*

Work through instructional material

Watch Module 15 Videos

Module 15 PowerPoint

Module 15 Exam

#### Module 16 – Without Geometry Life is Pointless

Learn basic geometric concepts found in day to day plumbing work. Understand and calculate perimeter, area and volume. Discuss offsets and offset calculations.

Read associated readings in *Module 16 – Without Geometry Life is Pointless*

Work through instructional material

Watch Module 16 Videos

Module 16 PowerPoint

Module 16 Exam

#### Module 17 – This is Not a Drill!

Identify and discuss various tool usage in the plumbing trades such as hand tools, rough in tools, finish and repair tools and power tools. Study the numerous tool types and understand when each one is appropriate to use.

Read associated readings in *Module 17 – This is Not a Drill!*

Work through instructional material

Watch Module 17 Videos  
Module 17 PowerPoint  
Module 17 Exam

### Module 18 – Down the Drain

Identify what materials and fittings are used for backflow protection drains. Understand how construction details are used to correctly identify sizing and flow rates for various types of drains. Calculate drainage fixture units as well as understand the variables that contribute to the calculation. Discuss impacts of drain installation planning, cleanouts, support, and protections in calculating the correct building drain size.

Read associated readings in *Module 18 – Down the Drain*  
Work through instructional material  
Watch Module 18 Videos  
Module 18 PowerPoint  
Module 18 Exam

### Module 19 – What You Get Out of It Depends on What You Put in It

Learn the list of allowable materials for building sewers and typical installation practices following general rules related to installation methods, cleanouts, and thrust blocks. Explore how proper trenching and shoring procedures keep people safe from cave ins and falls.

Read associated readings in *Module 19 – What You Get Out of It Depends on What You Put in It*  
Work through instructional material  
Watch Module 19 Videos  
Module 19 PowerPoint  
Module 19 Exam

### Module 20 – All Types of Pipes (Part 1)

Identify and learn various types of pipes used in plumbing today such as cast iron, clay, concrete and glass. Discuss wyes, tees, p-traps, bends, and offsets used with each type of pipe material as well as proper joining methods.

Read associated readings in *Module 20 – All Types of Pipes (Part 1)*  
Work through instructional material  
Watch Module 20 Videos  
Module 20 PowerPoint  
Module 20 Exam

### Module 21 – I Need to Vent!

Discuss the proper locations and techniques for notching, boring, and altering the structure for pipe penetrations including proper stack routes including roof penetrations. Review the construction details of stacks as well as leak testing. Understand the function of the vent system as well as vent piping materials. Identify the types of hangers and support available used in vent systems.



Read associated readings in *Module 21 – I Need to Vent!*

Work through instructional material

Watch Module 21 Videos

Module 21 PowerPoint

Module 21 Exam

### Module 22 – All Types of Pipes (Part 2)

Identify and learn various types of pipes used in plumbing today such as plastic and steel pipes. Discuss common fittings and joints as well as joining methods for these materials.

Read associated readings in *Module 22 – All Types of Pipes (Part 2)*

Work through instructional material

Watch Module 22 Videos

Module 221 PowerPoint

Module 22 Exam

### Module 23 – Jumpin’ Jack Flash It’s a Gas, Gas, Gas!

Review suitable materials for gas piping systems and proper techniques for working with gas piping systems. Examine the physical and chemical properties of common fuel gases such as natural, LP, manufactured, and special purpose gases. Learn the steps necessary to place an appliance into service and summarize proper installation techniques. Calculate sizing for small residential gas piping systems.

Read associated readings in *Module 23 – Jumpin’ Jack Flash It’s a Gas, Gas, Gas!*

Work through instructional material

Watch Module 23 Videos

Module 23 PowerPoint

Module 23 Exam

### Module 24 – Keep Your Pipes Healthy!

Understand how to protect pipes from corrosion. Review the theory related to cathode protection for piping and describe sacrificial anodes and impressed current.

Read associated readings in *Module 24 – Keep Your Pipes Healthy!*

Work through instructional material

Watch Module 24 Videos

Module 24 PowerPoint

Module 24 Exam

### Module 25 – All Types of Pipes (Part 3)

Learn about copper and poly piping and review the types and uses of copper tubing as well as the proper joining methods. Identify various joining methods including solvent cement, threaded, flanges, welding, transition joints, and fixture connections for each type of pipe.

Read associated readings in *Module 25 – All Types of Pipes (Part 3)*

Work through instructional material

Watch Module 25 Videos  
Module 25 PowerPoint  
Module 25 Exam

### Module 26 – Control the Flow!

Review various types of valves used in plumbing work such as open-close valves, flow regulation valves, automatic pressure reduction valves, relief valves, and specialty valves. Identify the function of the parts of typical valves and contrast the uses for different valve types. Identify typical valve body markings.

Read associated readings in *Module 26 – Control the Flow!*

Work through instructional material  
Watch Module 26 Videos  
Module 26 PowerPoint  
Module 26 Exam

### Module 27 – That Sinking Feeling...

Identify sinks used in residential, commercial, industrial, and institutional applications. Review the types of sinks, sink mounting, sink faucets, and sink materials. Identify and describe typical faucet parts. Discuss typical problems with sinks and faucets and how to troubleshoot them. Examine how to properly install a food waste disposer as well discuss troubleshooting techniques for typical problems.

Read associated readings in *Module 27 – That Sinking Feeling...*

Work through instructional material  
Watch Module 27 Videos  
Module 27 PowerPoint  
Module 27 Exam

### Module 28 – Insert Toilet Joke Here

Describe water closets used in residential, commercial, industrial, and institutional applications. Review the process of how to remove an old water closet and install a new one as well as troubleshooting techniques for typical problems. Compare and contrast bidet and water closet installation as well as discuss troubleshooting techniques.

Read associated readings in *Module 28 – Insert Toilet Joke Here*

Work through instructional material  
Watch Module 28 Videos  
Module 28 PowerPoint  
Module 28 Exam

### Module 29 – Bathrooms are Not Just for Baths!

Discuss residential bathtubs and showers including sizes, drain placements, and materials. Review proper installation techniques for bathtubs and showers and troubleshooting techniques for typical problems. Understand lavatories used in residential, commercial, industrial, and institutional applications including installation and troubleshooting.

Read associated readings in *Module 29 – Bathrooms are Not Just for Baths!*

Work through instructional material

Watch Module 29 Videos

Module 29 PowerPoint

Module 29 Exam

### Module 30 – You’re in Some Hot Water!

Identify the various parts of a typical tank-type water heater. Review the difference between direct- and indirect-fired water heaters. Understand the characteristics of electric, gas-fired, oil-fired, and tankless water heaters and describe the basic functions and differences between these types of water heaters. Discuss the process for replacing a water heater safely. Understand the various methods for providing ventilation for the combustion process and summarize the different types of drafts when working with fuel gas appliance vents.

Read associated readings in *Module 30 – You’re in Some Hot Water!*

Work through instructional material

Watch Module 30 Videos

Module 30 PowerPoint

Module 30 Exam

### Module 31 – We’re Here to Pump You Up!

Understand the differences between sump pumps and sewage pumps as well as the design features and uses of said pumps. Describe the features as well as what to consider when selecting a sump or sewage pump. Learn the different types of water pumps available to the plumber such as positive vs non-positive displacement pumps. Examine some general troubleshooting techniques for typical problems with water pumps.

Read associated readings in *Module 31 – We’re Here to Pump You Up!*

Work through instructional material

Watch Module 31 Videos

Module 31 PowerPoint

Module 31 Exam

### Module 32 – Never Stop Never Stopping!

Identify the fundamentals of leaks and stoppages. Discuss repair procedures for a building water service for both in-ground and above ground water piping repair procedures. Review clean-out procedures for a waste stoppage. Identify and describe equipment used to clear waste stoppages such as plunger, paize plunger, closet auger, cables, fish tape, and rodding machines.

Read associated readings in *Module 32 – Never Stop Never Stopping!*

Work through instructional material

Watch Module 32 Videos

Module 32 PowerPoint

Module 32 Exam

Module 33 – In Through the Out Door

Examine the types of backflow and how they occur. Define and review the degree of backflow hazard such as toxic substances, nontoxic substances, polluted, and contaminated. Identify mechanical equipment used for cross-connection protection and summarize methods of eliminating the risk of backflow.

Read associated readings in *Module 33 – In Through the Out Door*

Work through instructional material

Watch Module 33 Videos

Module 33 PowerPoint

Module 33 Exam

Final Exam

Course Evaluation