

Fast Track to Service & Repair Plumbing & HVACR FAQ's

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What are the PHCC Academy's Fast Track to Service & Repair Plumbing & HVACR courses?

- Comprehensive entry-level training, designed for contractors by contractors, for technicians who do residential or commercial plumbing or HVACR service and repair work.
- Intended to train technicians to be job-ready and well-rounded with a good understanding of plumbing and HVACR systems. May be used as an opportunity to upskill technicians, or assist in switching careers between plumbing and HVACR.
- Not a substitute for the related technical instruction (RTI) required for apprentice training.
- While you work at your own pace, the program is expected to be completed in 12 – 18 months.

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Why should I enroll my technicians?

- Good technicians can be hard to find – use this course while providing the practical skills to attract, train, and retain your own highly-skilled workforce.
- Fast Track to Service & Repair provides a comprehensive, standardized course to confidently train safe, efficient, and job-ready technicians.
- The course is online giving technicians the flexibility to work and study in a self-paced environment with no work interruption/downtime.
- Customers can be confident that technicians are well-trained and professional resulting in fewer callbacks and increased return customers and referrals, improving productivity and positively impacting your bottom line.

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What do I get when I register?

Managers and Supervisors:

- ✓ Supervisor's guide with suggested training activities.
- ✓ Built-in student management system providing managers and supervisors the ability to see all technicians' performance in one place, including: grades, last login, current status and progress, time spent on each item, how many times exams are attempted and the grade, transcripts, and previous certificates.
- ✓ Includes the standardized course with 33 training modules critical for the success of today's plumbing & HVACR service and repair professionals. Module topics include: safety, customer service, basic business skills, and more.

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What do I get when I register?

Students:

- ✓ Access to the mobile friendly Learning Management System (LMS) and standardized course that includes 33 training modules critical for the success of today's plumbing service and repair professionals. Module topics include: safety, customer service, basic business skills, and more.
- ✓ Checklist for each module.
- ✓ eBook to print and bind if preferred.
- ✓ Supplemental Resources (PowerPoints, videos, exam questions - multiple exam attempts allowed to achieve desired performance).
- ✓ Certificate of Achievement for each module completed; Certificate of Completion for completing the course.

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Are there any pre-qualifications?

- Students need to be employed in the plumbing service industry. Check with your state for plumbing or HVACR licensing requirements
- High School Diploma or GED. Must be able to read English.
- Must be able to obtain a valid driver's license.

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How long will it take to complete the course?

- Students work at their own pace, studying as much or as little as the work week permits while maintaining a work/life balance. Most students are expected to complete the course in 12 – 18 months.
- Weekly commitment to the program is estimated as follows:
 - Associated reading: Less than 2 hours of associated reading per module
 - Online work: Less than 6 hours per week
 - Practical skills training: contingent on employer tasks. Courses are designed to be most successful with the supervisor's involvement in the student's hands-on practical skills training and aligning learning activities with the modules.

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What do I get when I complete the course?

- ✓ A vital role in protecting public health and safety, and the environment.
- ✓ A Certificate of Completion to show you've successfully completed PHCC Academy® training through the Plumbing Heating Cooling Contractors Association Educational Foundation.

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When can my technicians start?

- Fast Track to Service and Repair offers year-round open enrollment so technicians can begin anytime.