



Training soldiers for a New Mission!



Soldiers on a New Mission!



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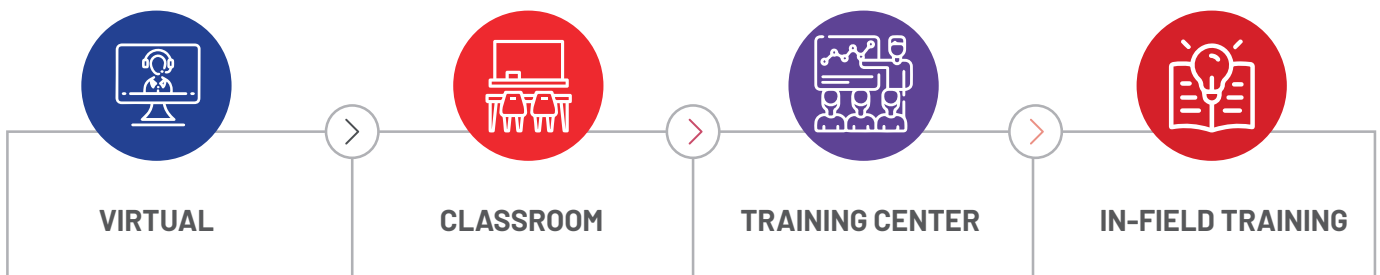


**Home
Technician I**

**Home
Technician II**

**Home
Engineer**

**TOTAL TECHNICIAN TRAINING TIME:
8-WEEK HYBRID TRAINING PROGRAM**



Instructors:

Our instructors are certified and experienced plumbers, electricians, HVAC, smart home, pools, and home repair technicians with a combined 250 years of experience. Each is an honorable discharged man or woman that served in the military at the highest caliber.

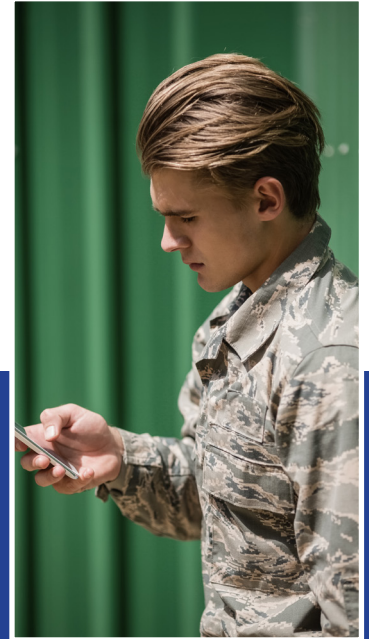
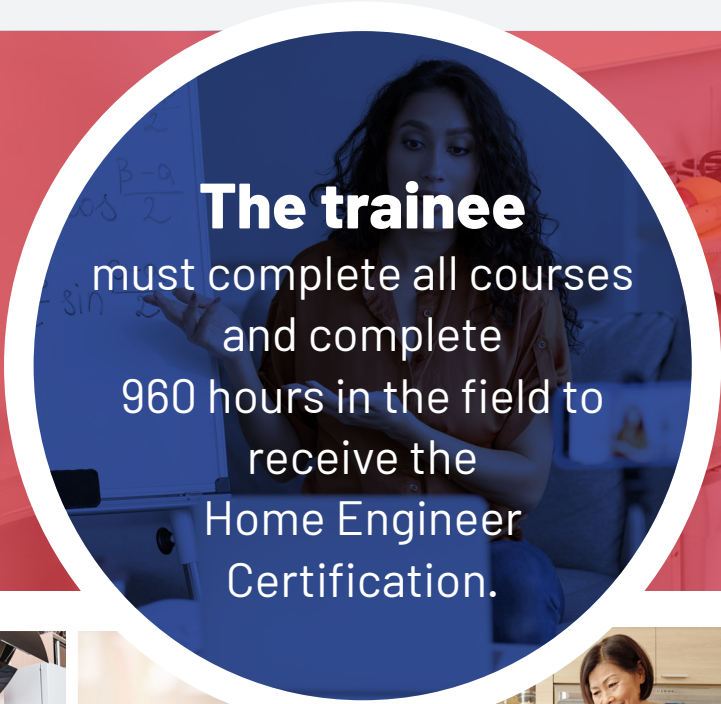
They all have provided services for customers such as Amazon, Home Depot, First American, American Home Shield, Walmart, Lowes, and others. Our training team focuses solely on partnering with companies to create high-income jobs for veterans, soldiers transitioning from the military, and other targeted dislocated worker groups.

Description Of Program:

The program is 8 weeks long and will teach and reinforce soft and technical skills for the participant to become a Home Technician II. The technician will continue training in the field once hired to become a Home Engineer. A Home Engineer can repair and manage any issue in a customer's home.

Home Technician I ● Home Technician II ● Home Engineer

To complete the program, the soldier/trainee must demonstrate their knowledge of multiple skills. The goal is to prepare the soldier to master the techniques and join our service partner as a technician or a trainer.



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Our home engineers are the best technicians in the industry with excellent soft and communications skills and can service and manage any repair, installation, or upgrade to a customer's home.

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Overview OF Course:

Our classes were developed to provide the trainee with "Firsthand" experience. This approach allows the soldier/trainee to practice their skills in real-life scenarios. They will be given a variety of tasks and assignments to evaluate their skills level and determine additional training needed. They will be required to demonstrate their knowledge of these skills by completing a written exam, an onsite break and fix test and receive a customer rating of 4.5 or higher during their training program.








Overview Of Program:

This program is a comprehensive skill-based firsthand training program that consists of twenty-two (22) training tasks with a certificate.

Certification Process

Each course will allow the technician to earn a certificate of excellence confirming their legitimacy and competence to perform a specific task.

-  Virtual Training
-  Fix, Break, and Installation Final Exam on Fort Moore VTEC Training Center
-  In Field Service Call Assessment - Completing jobs at Fort Benning & Columbus, Georgia for our service partners
-  Graduation
-  Job Offer and City Assignment

After trainee receive instruction in the classroom, they spend the remaining time perfecting what they have learned.

The trainee will receive reinforced learning by providing real-life examples and actual demonstrations. Our labs create a natural work environment setting so that trainees can spend time developing and mastering their skills under strict supervision.



PHASE I

CLASSROOM AND VIRTUAL

1. Soft Skill Training

- | | |
|------------------------|--|
| 1. Work Ethics | 11. Innovation |
| 2. Communication | 12. Leadership |
| 3. Self Confidence | 13. Teamwork |
| 4. Positive Attitude | 14. Accountability |
| 5. Flexibility | 15. Self-Motivation |
| 6. Organization | 16. Stress Management |
| 7. Emotional Awareness | 17. Ability to Network |
| 8. Initiative | 18. Self-Management |
| 9. Time Management | 19. Decision Making |
| 10. Negotiation | 20. The Seven Dimensions of Wellness – Physical, Emotional, Intellectual, Social, Spiritual, Environmental, and Occupational |



Appearance

Your appearance is the first thing a customer notices when you step into their home, office, or business. A professional appearance establishes you as someone who takes work seriously. At the same time, an unprofessional look can give a customer the total opposite impression of you and the company.



7 C's of Effective Communications

We will teach and train the soldier/trainee on the 7 effective and productive communication rules. These 7 rules are be Clear, Concise, Concrete, Correct, Coherent, Complete, and Courteous.

How to be a Great Technician

How to get 5's on your survey to receive bonuses, make the customer, and our partners happy.

Dispatch Training

Training how to use our job assignment program.

Partner Process Training

You will service several service partners, so it is imperative to understand and overview how the service industry works.

Role Base Training

Role-based training is the term used to describe most learning activities centered around the practical application of learned skills. For example, how to deal with an unruly customer, a customer with a pet, a home with a child under 18, a customer asking you to complete service on the side, and other scenarios you will encounter.

Risk Management & Job Closeout

Making repairs and leaving the repair site exactly how you arrived is essential. Once the job is complete, you must ensure everything is tight, connected, working correctly, no scratch marks, trash thrown away, and the final customer walk-through is mandatory, no matter how big or small the repair.



2. Using Tools Safely and Properly

It is essential to understand how to use tools safely and correctly, such as ladders, circular saws, equipment such as safety goggles, and gloves must be worn to protect against hazards encountered while using hand tools, and much more. We train the soldier/trainee how to ensure their and the customer's safety.

3. Protecting yourself in a Covid19 environment and post Covid environment

We will train you to protect yourself and the customer while making repairs in any environment.



4. Drywall Repair and Installation

Soldier/Trainee will be trained to repair holes in the wall, ceilings, and hard to access locations.

- Compound
- Tools
- Patches
- Painting
- Dents
- Sanding
- Priming



5. Plumbing

Soldier/Trainee will be trained how to install, repair, and maintain the following:

- Faucets (Kitchen & Bathroom)
- Showers
- Bathtubs
- Garbage Disposals
- Under Sink Repairs
- Clear Stoppages
- Total Home, Kitchen, and Bathroom Plumbing
- Leak Repairs





6. Water Heaters

Trainees are trained to prep, install, post-installation, and repair the following water heaters:

- Gas Water Heaters
- Tankless Water Heater
- Electric Water Heater
- Smart Water Heaters



7. Electrical Repairs

Soldier/Trainee are trained to repair, replace, and install the following:

- Light Switches & Dimmers
- Light Fixtures
- Light Sockets
- Doorbells
- Outlets
- TV Outlets
- Ceiling fans
- GFCI Outlets

8. Appliance Repair

Soldier/Trainee are trained how to troubleshoot, repair, replace, and install the appliances below:

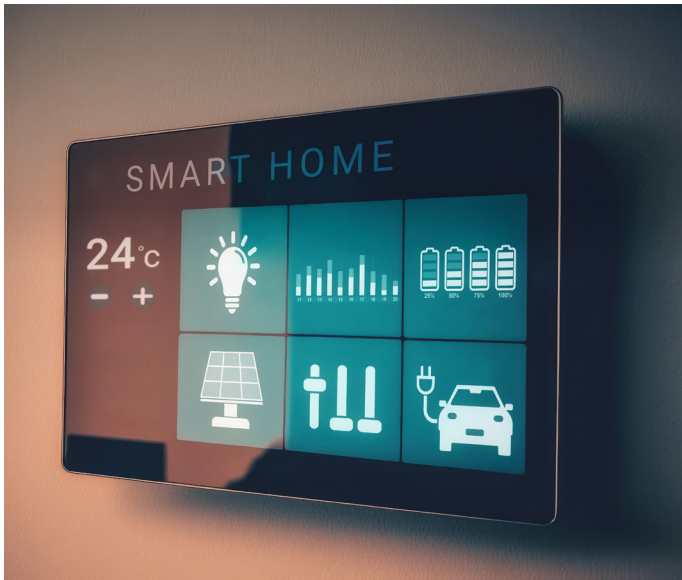
- Gas / Electric Range
- Dryers
- Refrigerator
- Washer
- Microwave



9. Wireless Emergency Shut Off Valve

Soldier/Trainee are trained to install and maintain intelligent water valve controllers and water leak detectors that work together to detect leaks, burst pipes, or earthquakes and automatically shut off the water system to prevent further damage and costly repairs.

Most water leaks happen when the customer is not at home.



10. Smart Home & Wi-Fi Networks

Soldier/Trainee are trained to set up, maintain, and repair intelligent features such as:

- Virtual Personal Assistants
- Smart Plugs / Outlets
- Smart Lighting
- Video doorbells
- Smart locks
- Intelligent security devices
- Wi-Fi Routers
- Wi-Fi Extenders

11. Exercise Equipment

Soldier/Trainee are trained in installing, repairing, and maintaining fitness equipment for Peloton and other leading exercise equipment.



12. Smart TV and Projector Repairs

Soldier/Trainee are trained how to repair standard and smart TV's.

- Power Supply
- T-Con Cards
- Main Board



13. TV Mounting

Soldier/Trainee are trained in how to mount TV on drywall or fireplace.

- Drywall
- Brick
- Fireplace
- Stone

14. HVAC

Soldier/Trainee are trained how to perform HVAC repairs and maintenance.

- Smart Thermostat Replacement
- Filter Replacements & Cleaning
- Circuit Breaker
- Noise Locating & Repairs
- Drainage Issues
- Evaporator Coil Cleaning
- Blower Motor Replacements
- Outside Condensor Fan Replacment
- Starter Capacitors



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15. Garage Doors

Soldier/Trainee are trained to troubleshoot and repair garage doors.

- Sensor Repairs
- Exterior Remote Installation
- Handheld and Auto Remote Configuration
- Garage Door Motor Replacements

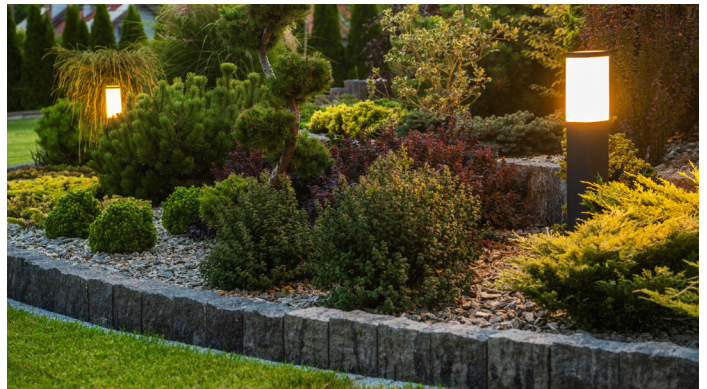


16. Pool Maintenance & Basic Repair

Soldier/Trainee are trained to install, service, and repair swimming pool equipment, such as water filters, pumps, and water systems.

17. Hot Tubs & Jacuzzi

Soldier/Trainee are trained to fix seals, control panels, spa heaters, and leaks.



18. Exterior Lighting

Soldier/Trainee are trained on how to install and repair outdoor lighting:

- Solar
- Low voltage

19. Security Cameras

Soldier/Trainee are trained to install, maintain, and troubleshoot video high-definition security cameras.

- Wireless
- Wired





20. Emergency Generator Installation

Soldier/Trainee are trained to install, maintain, and repair backup generators that support the entire home, essential appliances, water heater, or other items during and after storms.

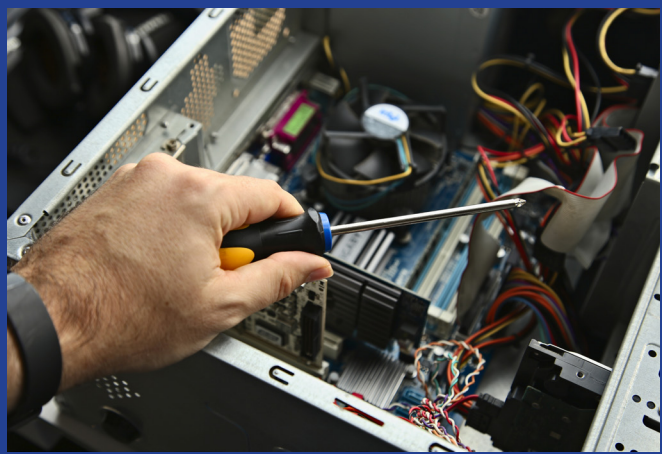
- Determine Location
- Generator Installation
- Permits and Approvals
- Rodent Guards
- Concrete Pad
- Cold Weather Kit

21. Home Electric Car Charging Station Installation

- Trainees are trained to install home connectors for homes, condominiums, and apartments.
- Installing a Gen 3 Wall Connector
- Commissioning a Wall Connector
- Wall Connector Firmware

22. Home & Small Business Computer Repair

Basic computer repair, wired and wireless network installations, and other computer-related services.



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TECHS

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VETERANS TRAINING EMPOWERMENT CENTER

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