Apprenticeship Program Guidance Manual

Topics

- Program outline by levels

- Trainer responsibilities

- Onboarding in ADP

- NextService registration and use

- Testing & Reviews

- Graduate release

Program Schedule

The Apprentice programs utilizes 8 levels of study for each apprentice to adhere to in order to complete our 17 week accelerated course. The program is designed for each apprentice to guide there own path. We provide a complete laid out schedule teaching them the steps in both rough and trim thru repetition. The schedule should be followed to allow each trainer the opportunity and time to work hands on with each apprentice. Our goal thru the lay out of the program is to provide the information necessary for the apprentices to take the lead on starting their day thru following the tasks. This will reduce the organizational burden on the trainer to plan out tasks for a large group.

R&T Apprentice Program schedule 17 week							
R - 1 1 Week Training							
Week 1							
1	2	3	4	5	6	7	8
1. Marking out	1. box installatio	1. unld/Drilling	1. box installati	1. box installatio	1. HR	1. Kitchen wirin	1. Low voltage
2. Chipping	2. Bath circuit	2. Circuit wiring	2. Smokes	2. Circuit wiring	3. Panel wiring	2. Dining outlet	2. Garage
3. Circuit wiring	3. Cut in switches	3. load/sweep	3. Cut in switch	3. Foam/nail pla	3. EXT boxes ins	3. Cut in recept	3. Cut in recept
4. Check strappin	4. check nail plat	4. Check walk bo	4. Check wiring	4. Check smokes	4. Check boxes	4. Job call in	4.material order
TEST AT WEEKS END							
Ring Out Home							
R - 2 5 week training							
Week 2		**$20 Each Incentive for any home completed in one day or less**					
5	6	7	8	1	2	3	4
1. Marking out	1. box installatio	1. unld/Drilling	1. box installati	1. box installatio	1. HR	1. Kitchen wirin	1. Low voltage
2. Chipping	2. Bath circuit	2. Circuit wiring	2. Smokes	2. Circuit wiring	3. Panel wiring	2. Dining outlet	2. Garage
3. Circuit wiring	3. Cut in switches	3. load/sweep	3. Cut in switch	3. Foam/nail pla	3. EXT boxes ins	3. Cut in recept	3. Cut in recept
4. Check strappin	4. check nail plat	4. Check walk bo	4. Check wiring	4. Check smokes	4. Check boxes	4. Job call in	4.material order
RING OUT HOME							
Week 3		**$20 Each Incentive for any home completed in one day or less**					
6	7	8	1	2	3	4	5
1. Marking out	1. box installatio	1. unld/Drilling	1. box installati	1. box installatio	1. HR	1. Kitchen wirin	1. Low voltage
2. Chipping	2. Bath circuit	2. Circuit wiring	2. Smokes	2. Circuit wiring	3. Panel wiring	2. Dining outlet	2. Garage
3. Circuit wiring	3. Cut in switches	3. load/sweep	3. Cut in switch	3. Foam/nail pla	3. EXT boxes ins	3. Cut in recept	3. Cut in recept
4. Check strappin	4. check nail plat	4. Check walk bo	4. Check wiring	4. Check smokes	4. Check boxes	4. Job call in	4.material order
RING OUT HOME							

R-1 - This level is slated at a 1 week process to provide the apprentice a familiarity with our products and standards. The objective of this level is to help acclimate the trainee with the following-

- Symbols & Identification
- Wire identification & Locations
- Box Identification & Locations
- Material Orders
- Safety Regulations
- Strada Rough in Standards

R-2 - This level is slated at a 5 week process. The objective for R-2 level is to teach the apprentice the following aspects of the residential rough stage-

- **Circuitry Drawings**

- **Wall Spacing**

- **Cabinet Spacing**

- **Rough Drilling**

- **Wiring Methods**

- **Rough Procedure**

R-3 - This level is slated at a 5 week process for the apprentice to further his electrical understanding in the rough stage. Upon completion of this stage we will release vans for crew pairing. This level is outlined as follows-

- Marking Out

- Box installation

- Smoke Detector Placement

- Circuitry Wiring

- Installation Codes

- Home Runs

- Cut in Procedure

- Building Service

- Ring out procedure

- 2 Seat Crew Procedure

RI - This level is designed to apply basic electrical principals to the installation procedures learned in R1-R3. This level is slated at an 3 week process. Upon start trainees begin paired installations and supervision begins daily visit. This level is outlined as follows-

- Basic electrical principals and application.
- Finish product installation.
- Strada requirements and procedures.

T1 - The goal of this level is to adapt the apprentice from rough capabilities to understand the finish product of residential electrical IE: Trim Stage. This level gets the trainee's familiar with trim devices. Upon start trainees begin paired installations and supervision begins daily visit. This level is 1 week and outlined as follows-

- Trim device identification
- Finish product installation

T2 - **The goal of this level is to begin the apprentices adherence on installation of trim devices of finish product IE: Trim Stage. This level gets the trainee's familiar with installation of trim devices as well as further knowledge in identifying device types. This level is a 1 week level and is outlined as follows:**

- **Trim device installation methods**
- **Identification of device requirements**

T3 - **The goal of this level is to bring the trainee to understand all device types in finish product installation and be able to complete a trim phase at 100% completion of devices and mechanicals for pre power inspections. This level is 1 week and outlined as follows-**

- **Panel breaker installation**
- **Mechanical connections and code compliance**
- **Finish product completion**

TI - This level is designed to apply basic electrical principals to the installation procedures learned in T1-T3 but as a 2 man crew rather than a large group. This level is slated at a 1 week process. Upon start trainees begin paired installations and supervision begins daily visit. This level is outlined as follows-

- Basic electrical principals and application.
- Finish product installation.
- Strada requirements and procedures.

Upon completion from all 8 levels the apprentice's should now be able to become a productive crew more so in rough installations with the knowledge in trim installations. Each graduate is to follow installation procedure as taught. Total completion time for the Apprenticeship program is estimated at 17 weeks.

Program Schedule

The Apprentice programs utilizes 3 levels of study for each apprentice to adhere to in order to complete our 8 week accelerated course. The program is designed for each apprentice to guide there own path. We provide a complete laid out schedule teaching them the steps in phases of rough and trim thru repetition. The schedule should be followed to allow each trainer the opportunity and time to work hands on with each apprentice. Our goal thru the lay out of the program is to provide the information necessary for the apprentices to take the lead on starting their day thru following the tasks. This will reduce the organizational burden on the trainer to plan out tasks for a large group.

R - 1   1 week training

$20 incentive each for 2 or more systems installed in a day

Week 1 Rough

Monday

Manuel	Dakota	Trainers choice	Jerimiah	Tyree	Trainers choice
1. unload van	1. Lay out boots	1. lay out duct	1. Asble/ins/redu	1. Asble/ins/plen	1. Cnct coll/boots
2. Run Copper	2. Run Pvc drain	2. instl boots	2. install dryr duc	2. install bathfan	2. cnct duct-boot
3. Strap ducting	3. Nail plate/foam	3. conect-duct	3. Clean up	3. load van	3. t-stat wiring

Tuesday

Trainers choice	Manuel	Dakota	Trainers choice	Jerimiah	Tyree
1. unload van	1. Lay out boots	1. lay out duct	1. Asble/ins/redu	1. Asble/ins/plen	1. Cnct coll/boots
2. Run Copper	2. Run Pvc drain	2. instl boots	2. install dryr duc	2. install bathfan	2. cnct duct-boot
3. Strap ducting	3. Nail plate/foam	3. conect-duct	3. Clean up	3. load van	3. t-stat wiring

Wednesday

Tyree	Trainers choice	Manuel	Dakota	Trainers choice	Jerimiah
1. unload van	1. Lay out boots	1. lay out duct	1. Asble/ins/redu	1. Asble/ins/plen	1. Cnct coll/boots
2. Run Copper	2. Run Pvc drain	2. instl boots	2. install dryr duc	2. install bathfan	2. cnct duct-boot
3. Strap ducting	3. Nail plate/foam	3. conect-duct	3. Clean up	3. load van	3. t-stat wiring

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R-1

Rough Section 1 – 40hrs

• <u>HVAC Blueprint Symbols part 1-</u>

Identify blueprint symbols, uses & location requirements.

• <u>Rough Materials and Uses</u>

Flexible ducting, boot sizing, reduction and plenum applications & return sizing.

• <u>Safety Regulations-</u>

Ladder, hard hat, fall protection, tool & general construction safety

R-2

Rough Section 2 – 160hrs

- HVAC Blueprint Symbols part 2-

Identify blueprint symbols, uses, location requirements and products for installation.

- Installation procedures-

Securing & supporting, connection requirements, brazing & pre charge

- Blueprint installations-

Installation of materials required to complete system installations

- 2 man installation procedure

Understanding steps to approach installations ie: material lay out and installation in efficient order

RI-1

Rough Installer-1 Section – 80 hrs
- Strada Standards
- Installation Codes
- Shop Procedure
- Material Procedure
- Fleet Procedure
- Safety Regulations
- Job layout 2 man crew

T-1

Trim Section 1 – 40hrs

- <u>Safety regulations-</u>

Ladder, hard hat, tool & general construction safety

- <u>HVAC Blueprint Symbols and Materials part 1-</u>

Identify blueprint symbols, material application for use & location requirements

- <u>Trim Materials and uses-</u>

Material types used in trim applications ie: grilles(stamped and custom) float switch, thermostat etc.

T-2

Trim Section 2 – 160hrs

- HVAC Blueprint Symbols and materials part 2-

Identifying device types, uses permitted and voltage regulations.

- Material Installation-

Installation procedure using hand tools, efficiency techniques for installation

- Trim Installation Procedure-

Understanding steps to approach installations ie: material lay out and installation in efficient order

TI-1

Trim Installer -1 Section – 80hrs

- Strada Standards
- Installation Codes
- Shop Procedure
- Material Procedure
- Fleet Procedure
- Safety Regulations
- Job layout 2 man crew

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Trainer Responsibilities

The trainer is a key position to ensure stable growth within the company. Each trainer will face several challenges for each program. The goal of the trainer is face and adapt to challenges while communicating with Training/Area management, supervision, and team to overcome and push forward. The trainer must keep the structure and schedule of the program moving. The trainer is the example and implementor of our policies and procedures. The goal is to train great additions to the team as well as assist the shop in improving the overall understanding of policies and procedures set in place by the executive team.

- **Recruiting** – Each trainer will conduct interviews for their upcoming programs.

- **Working hours**- Trainer is to report to shop by 6:30 to be on jobsite with trainee's from 7am-3:30pm. End of trainer's day is 4pm.

- **Timecards** – All timecards are to be reviewed daily for accuracy with any discrepancy taken care of same day.

- **Training-** The responsibility of the trainer is to train the program designed to produce 2-man crews. The trainer is responsible to follow all Strada procedures and assist with shop adherence for these policies.

- **Productivity**- Trainer is responsible for the program's productivity. Productivity should be over 100% of our standard rates. This translates to more repetitions for the trainee to ensure development. Must maintain policy adherence with absences to effectively develop everyone at an equal pace. Counseling forms are mandatory before a performance termination can be processed!

- **Schedule-** The schedule should be adhered to as a guide to create an even flow of learning. The trainer can adjust if they feel a trainee needs learning on other tasks. Trainer should be communicating with shop of the schedule and upcoming phase type work for planning.

- **Testing & Reviews** – All testing is to be done on the scheduled day with reviews completed same day as testing. All retests are to be administered the next workday.

- **Communication** – Trainers are to assist each shop for accuracy of take offs, circuitry drawings, material delivery and shops understanding of program as well as the relationship building between shop and trainees. Any adjustments for any of these things are to be sent to the required assignment in the directory or shop & training manager for assistance.

- **Vehicle release for trainee's** – All vehicles to be released to trainees will require the following criteria.
    1. Ideal pairing of team members are within 15 min travel time from each other.
    2. Tools have been acquired to function as an effective installer crew.
    3. Have successfully passed all testing required and demonstrated the drive to become successful in the piece rate system.

Communication Directory Elec

Training Manager
Jason Holycross – 321-436-0474
Jholycross@stradaservices.com

1. Bolt related issues IE; Logins, Timesheet or viewing issues Bolt@StradaServices.com

2. ADP, Counseling forms   HR@stradaservices.com

3. Payroll related inquiries can be emailed to Payroll@StradaServices.com

4. All accident(s) report, documents, workers comp claims and forms are to be emailed to WorkComp@StradaService.com

5. Tablet, phone, email and electronics   ITsupport@stradaservices.com

6. Fleet related   Fleet@stradaservices.com

7. Circuitry drawing and material corrections   EstElec@stradaservices.com

Communication Directory HVAC

Training Manager
Jason Holycross – 321-436-0474
Jholycross@stradaservices.com

1. **Bolt related issues IE; Logins, Timesheet or viewing issues Bolt@StradaServices.com**

2. **ADP, Counseling forms** HR@stradaservices.com

3. **Payroll related inquiries can be emailed to Payroll@StradaServices.com**

4. **All accident(s) report, documents, workers comp claims and forms are to be emailed to WorkComp@StradaService.com**

5. **Tablet, phone, email and electronics** ITsupport@stradaservices.com

6. **Fleet related** Fleet@stradaservices.com

7. **Print and material corrections Estac@stradaservices.com**

Onboarding in ADP

Every new trainee will need to be onboarding first before any other form of training can be done. It is company policy all documentation be electronically signed in ADP. It is very important to make sure all trainee's have access, have all documentation signed and know how to navigate ADP for the study of the manuals.

Remember It!! ➡ www.workforcenow.adp.com

To sign your documents:

Go to "Myself" "Employment" "My Documents"	→ Click first document	→ Read through the document	→ Scroll to the bottom, enter your First and Last name in the fields	→ Click the box then Click Sign	→ Do that to sign each document	→ Now all your documents are signed!

To set up Direct Deposit:

Go To "Myself" "Pay" "Payment Options"	Click on Add Bank Account	Input your Routing, Account number and Type	Review the information	Now your Direct Deposit is set up!

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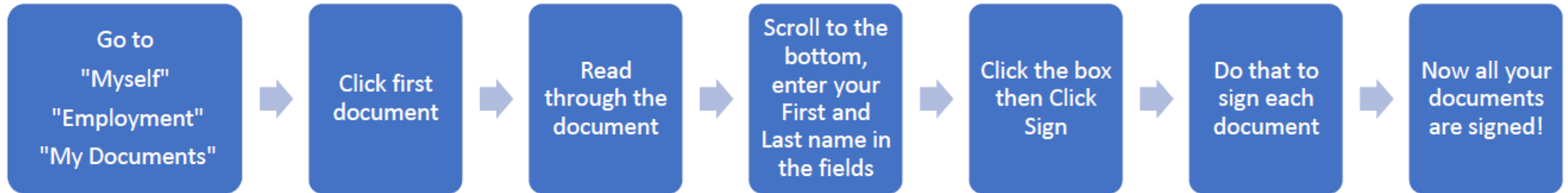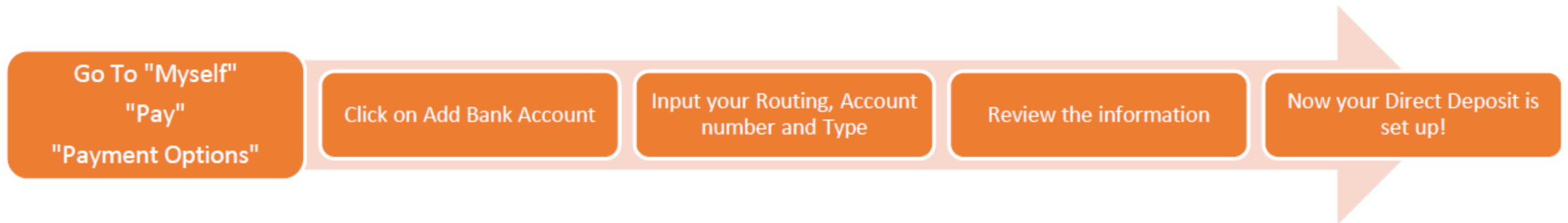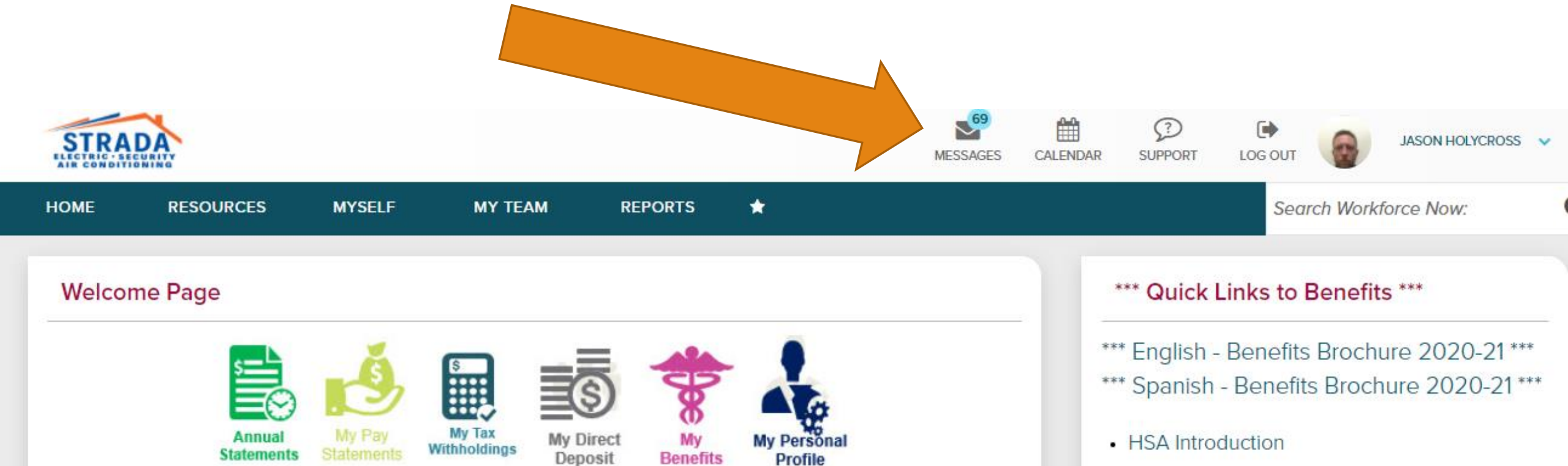
More documents to sign

Please log into workforcenow.adp.com under your credentials to finish signing a few more documents . Once you have logged in, go to the home screen and select messages. Then click the three dots to the right of each message to select "review and sign".

Training Manuals

All of the manuals are available 24/7. These are only accessed thru workforcenow.adp.com. On the home screen scroll down and they are located on the lower left hand side in the training and education section.

www.workforcenow.adp.com

Training & Education

- Strada Standards
- R & T Manual Table of Contents
- R1 - English Manual
- R1 - Spanish Manual
- R2 - English Manual
- R2 - Spanish Manual
- R3 - English Manual
- R3 - Spanish Manual
- RI-1 Manual English
- RI-1 Manual Spanish
- T1 - English Manual
- T1 - Spanish Manual
- T2 - English Manual
- T2 - Spanish Manual
- T3 - English Manual
- T3 - Spanish Manual
- TI - 1 English
- TI - 1 Spanish

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NEXTSERVICE REGISTRATION AND USE
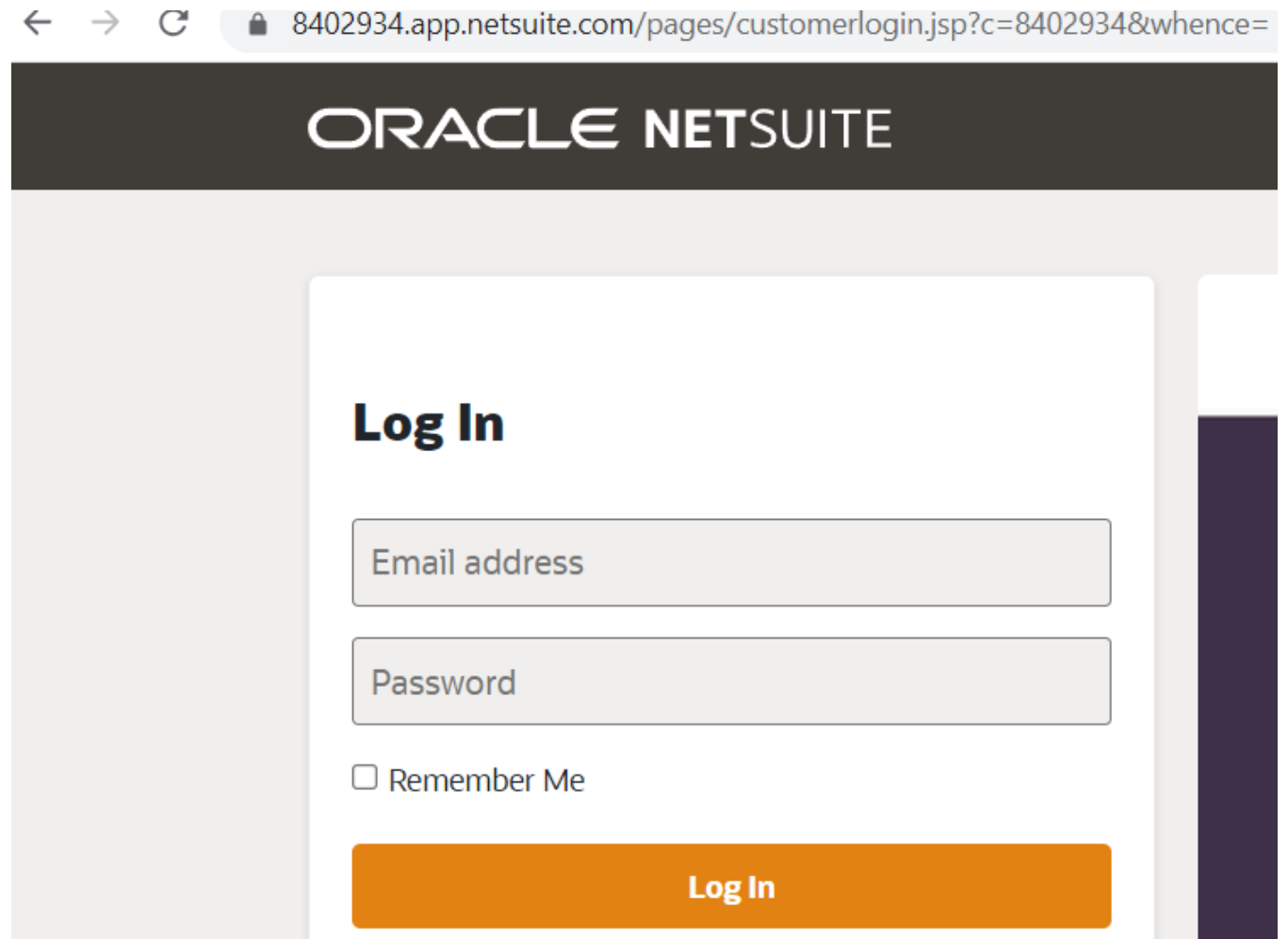
Login page and website –

Once you have been registered and created a password, you will need to sign in and get started.

Website –

https://8402934.app.netsuite.com

This will bring you to the login screen to access all information.

Time Approval – Nextservice

Once signed in, you will select the "Mobile Screen" in the
shortcuts to access jobs in Nextservice.
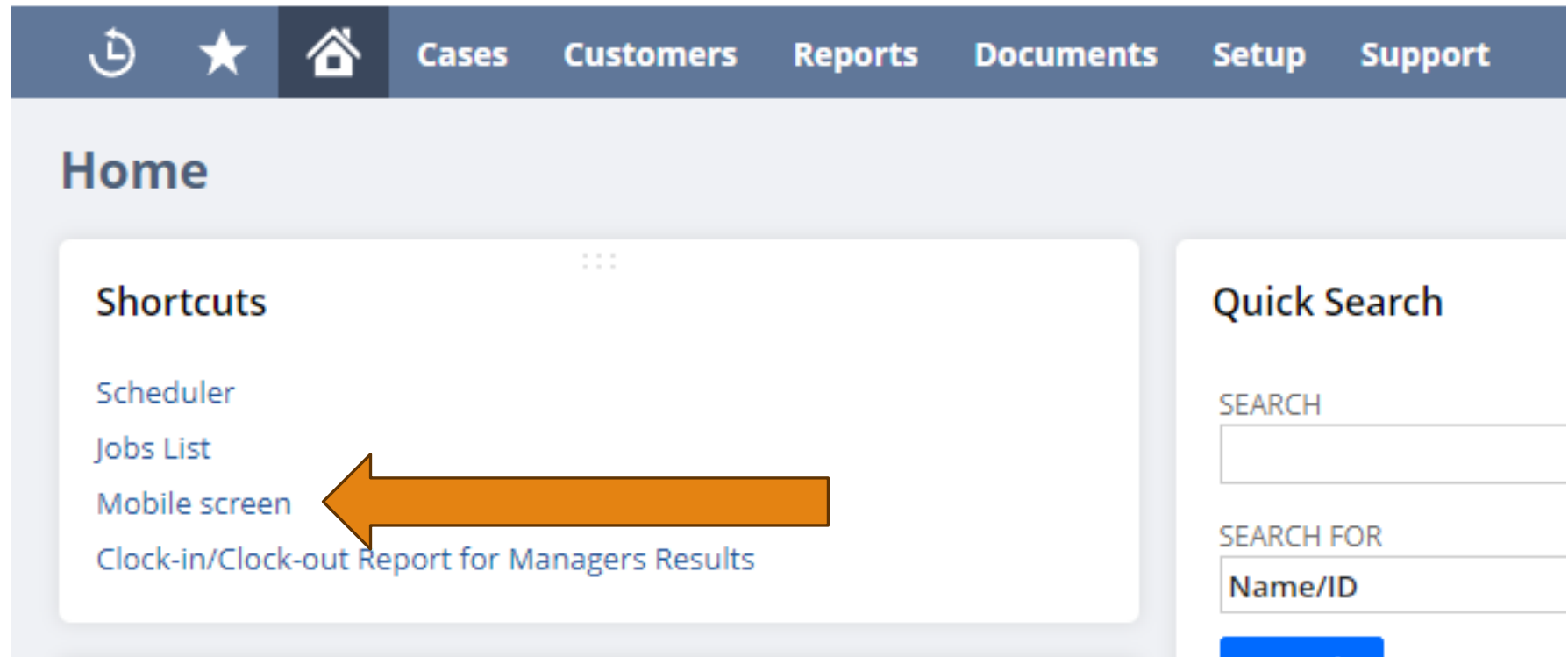
Job Selection –

Find the job you need to access and select the in progress tab. There should only be one or 2 jobs on the schedule.

Once you select the "in progress" tab it will populate the job info. Scroll down to the bottom of the screen to select the "Time Approval" Tab.
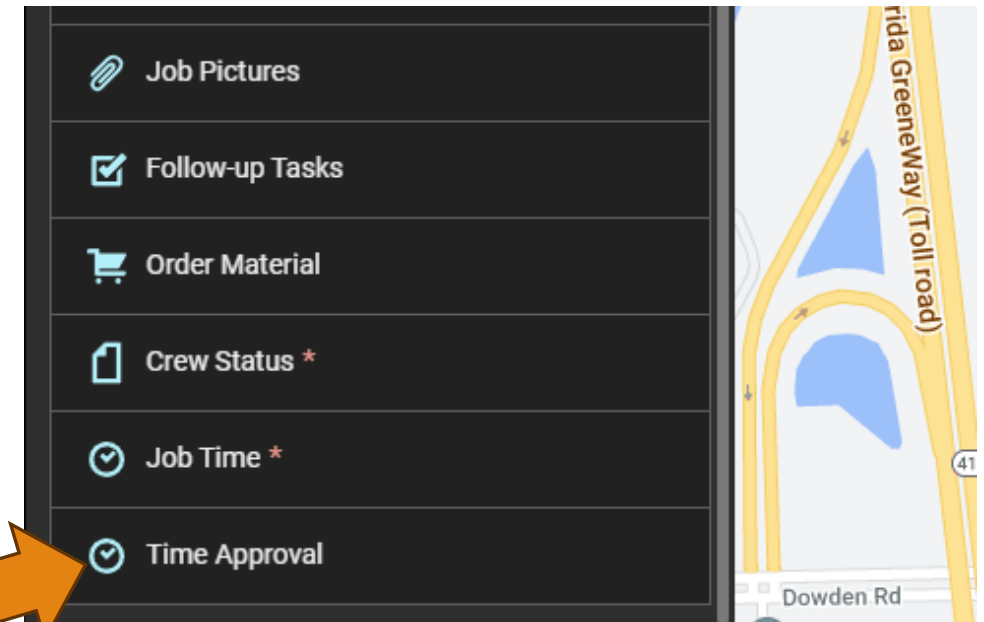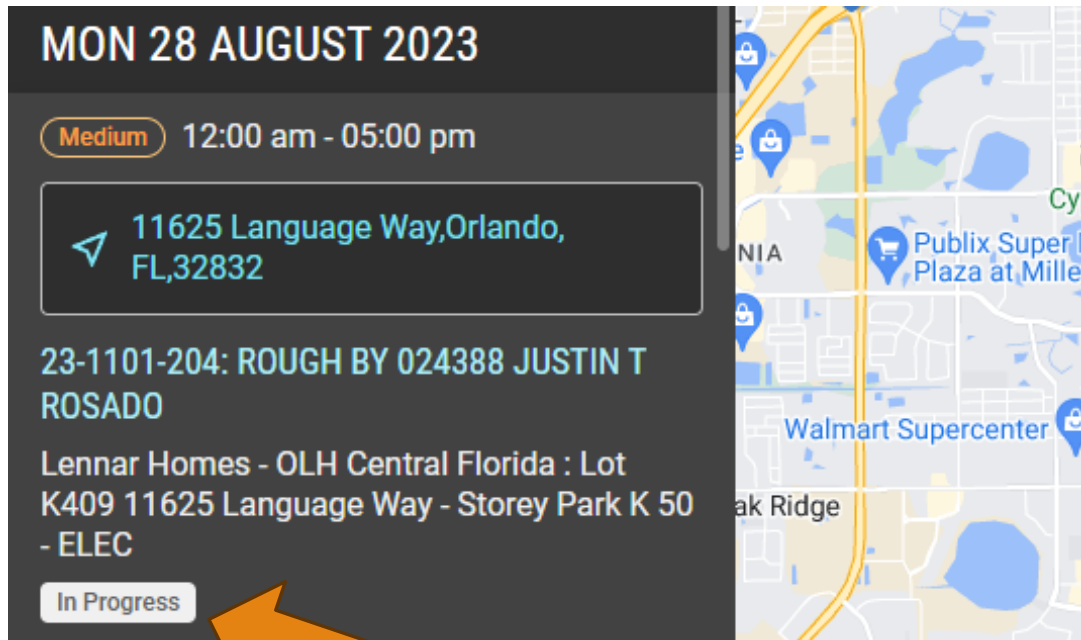
Time tracking-

When you pull up the time approval section, you will see all time entries for the specific job you are looking at. All trainee's should have time started for the current day.

Employee	Task Type	Clock in / Clock out Type	Start Time
024384 Eric A Duprey	Rough	Job Time	Aug 28 11:38am
024388 Justin T Rosado	Rough	Job Time	Aug 28 11:39am
024371 Daniel I Sanz	Rough	Job Time	Aug 28 11:40am
024386 Milton U Lemus Lopez	Rough	Job Time	Aug 28 11:49am
024394 Mark T Morales	Rough	Job Time	Aug 28 12:04pm

Time Approval

When the entries have populated, you will be able to see date, item, duration and approved. All entries require an approval **DAILY!**. Every line item has to be opened to be approved. Select each one, verify time is correct and select approved and sign in the supervisor signature box. If time is not correct, contact the employee to have them correct immediately.

Once you have checked approved and signed approval a green check box will appear in the upper right hand corner to approve. Click that and the employees time has been approved.
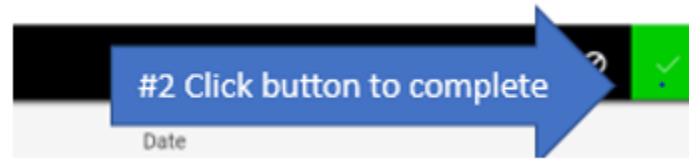
Each line item will need to be approved daily!. Remember to check every single day at the beginning of the day to confirm clock in and at end of the day to approve. Every line item must be approved individually for each employee.

Job Completion-

Once you are completed with every job, time has been approved. Select the "Crew Status", check the Crew completed box and select the green check at the top of the screen
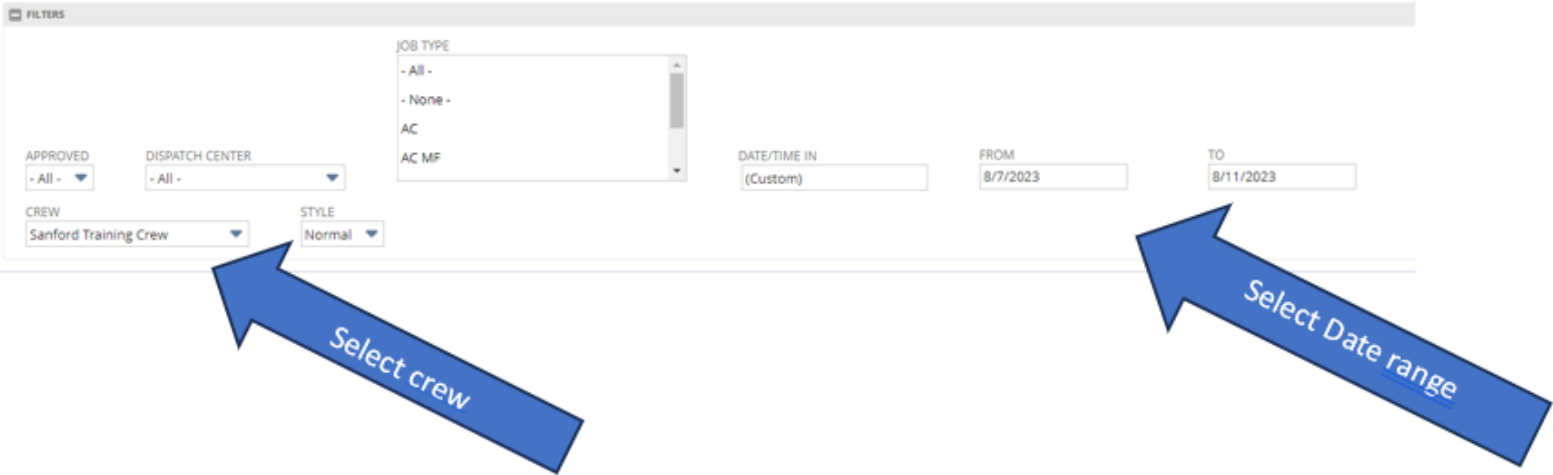
Time Approval Verification - Netsuite

Each trainer has access to view the clock in and out of their trainee's in a report thru Netsuite. You will need to log into Netsuite, select Clock-in/Clock-out report for Managers Results.

Home

Shortcuts

Scheduler

Jobs List

Mobile screen

Clock-in/Clock-out Report for Managers Results
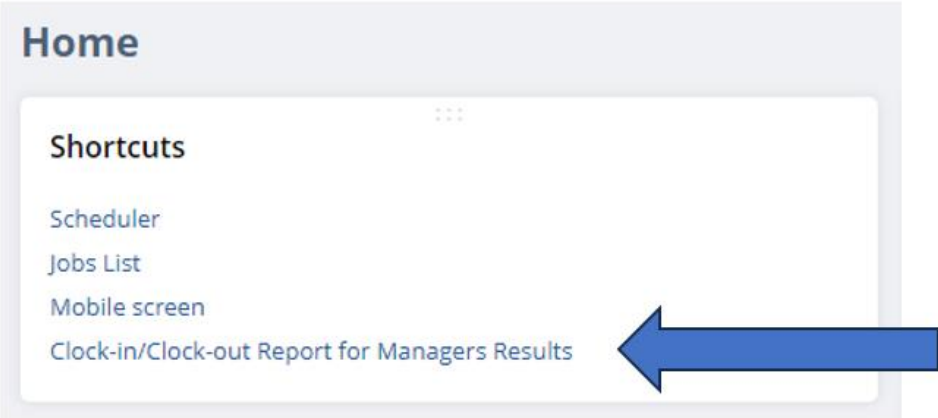
Once open you will need to adjust the filter settings to see the training crew. Select the date range for view as well to see what has been approved and for what has not.

FILTERS

JOB TYPE
- All -
- None -
AC
AC MF

APPROVED	DISPATCH CENTER		DATE/TIME IN	FROM	TO
- All -	- All -		(Custom)	8/7/2023	8/11/2023

CREW	STYLE
Sanford Training Crew	Normal

Select crew

Select Date range

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When you have filtered correctly you should see all training employees part of that listed crew. Every entry in green indicates an approved time entry.

Any time entries that are not green will need to be approved. This can be achieved from this screen by going into the Nextservice job and approving the entry.

Remember –

If not done correctly, time will not be right!

It is the trainers responsibility to get correct daily!!

Our guys and gals should be paid correctly for their efforts and we can help make sure that happens.

# Field Installer Nextservice Clock in Procedure

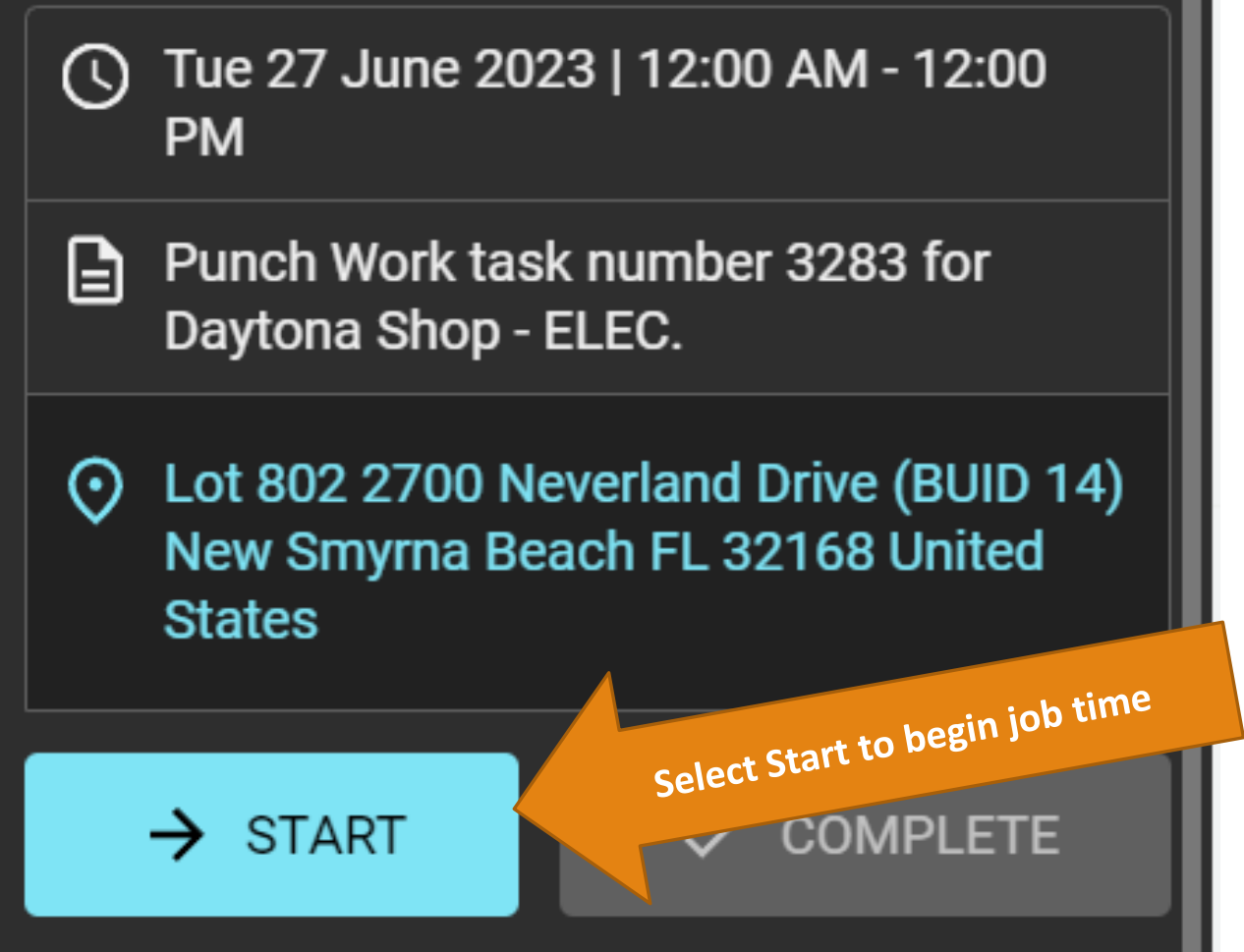## Hourly employees, Job Selection

Clock in & out

Job Selection –

To begin each day within the Nextservice system trainees will need to open up their job list to select the job assigned for the current day. Only select the job they will be working on for that day to record time into.

Once trainees have selected the "Started" button, this will open the job to give them access to all job related materials and be able to begin the job by clocking in.
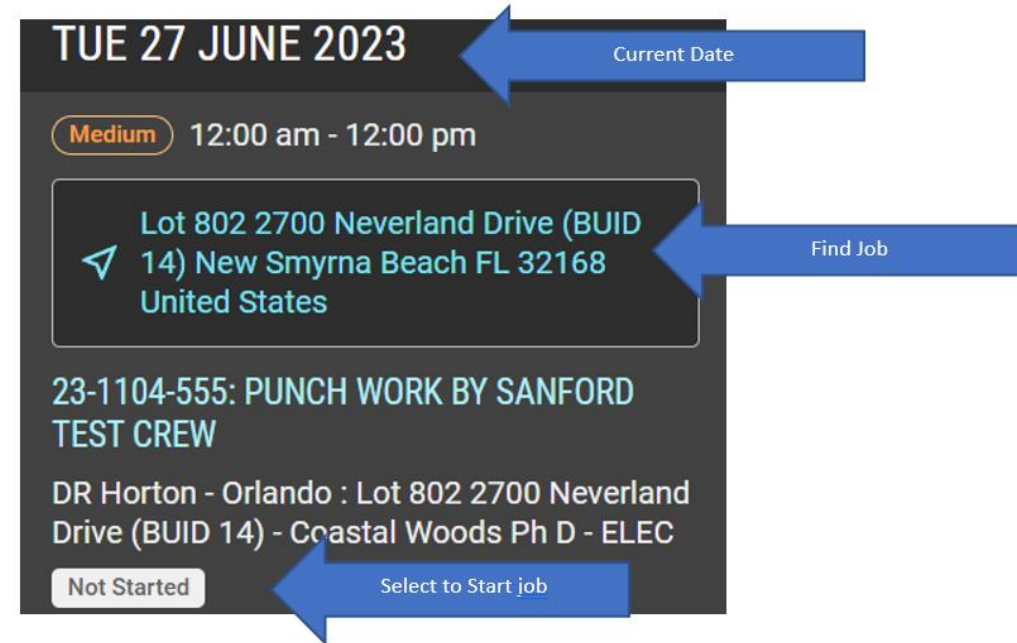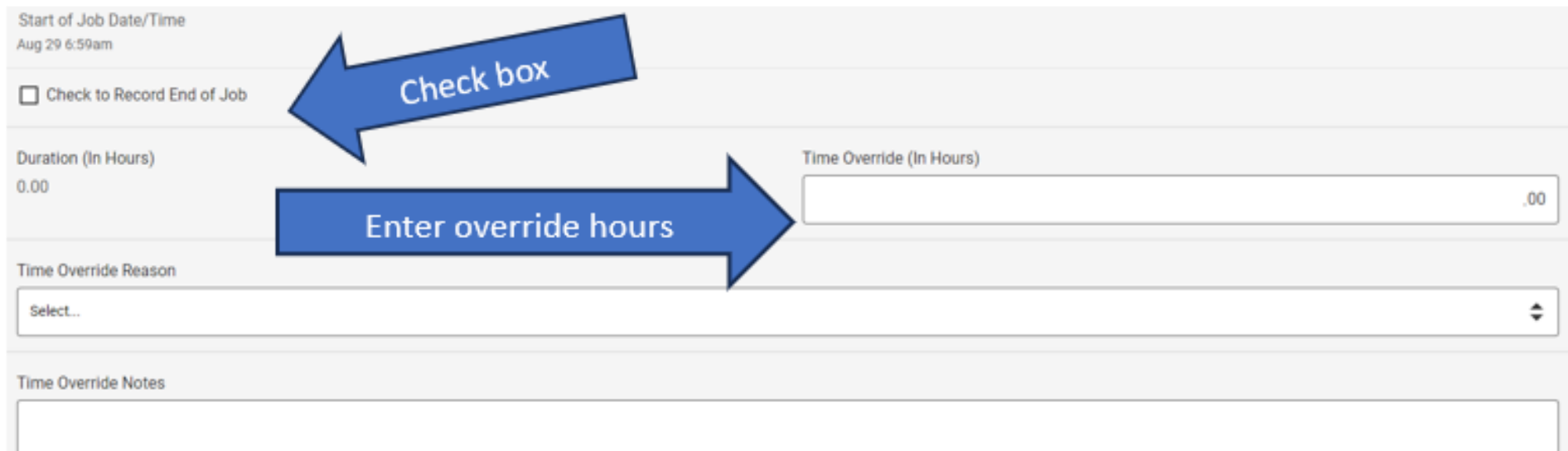
Clock In –

When the job has been opened you will need to start the job by clocking in on the Blue Start button.

🕐 Tue 27 June 2023 | 12:00 AM - 12:00 PM

📄 Punch Work task number 3283 for Daytona Shop - ELEC.

📍 Lot 802 2700 Neverland Drive (BUID 14) New Smyrna Beach FL 32168 United States

→ START   ✓ COMPLETE

Select Start to begin job time

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Time Entry - Clock Out (Lunches & Day end)
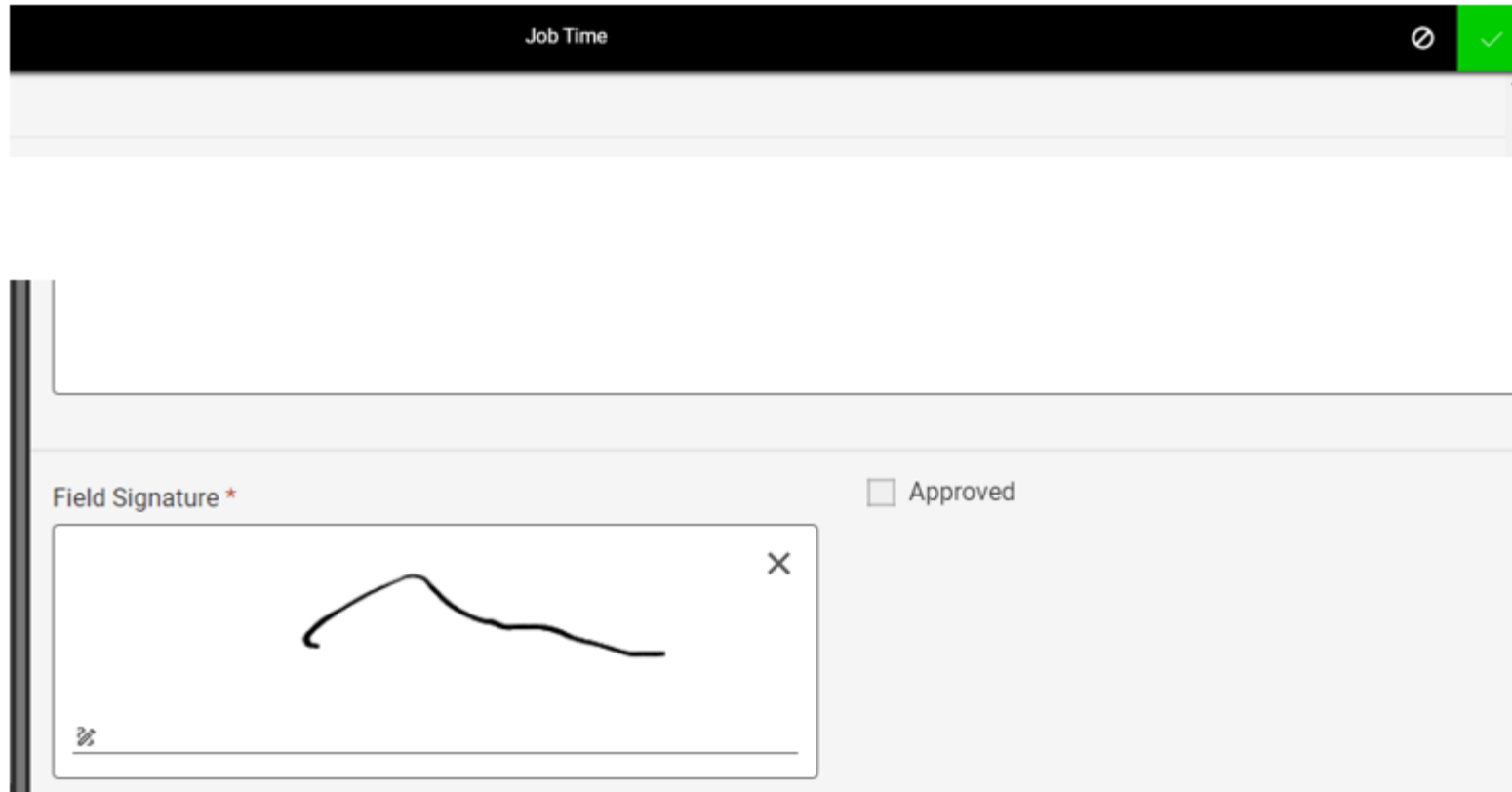
At the end of each day or for Lunches you will need to record a clock out for your time. You will open up the job and select the "Job Time" and selecting the "Check to Record End of Job" box. Verify the duration hours are correct. If they are not put in the total hours in the time override box, select override reason and enter any notes if necessary as to the reason to override so your time will be paid correctly.

Once you have verified the hours, you are required to enter a field signature. After the signature has been entered click the green check box at the top of the screen for the time to be complete.

It is imperative this is done daily and time is correct. Only you can enter time and correct it. If you forget or make errors your check will not be accurate.

Testing and Reviews

Each trainer is responsible for the testing and review of each trainee. Testing is to happen on the scheduled date for each level with the retakes performed the following Monday. After each test has been given, we are to provide a trainee assessment review. These are emailed to the managers and trainee for monitoring. Each trainer will receive access to our website www.stradaservices.com with access credentials. This is where all testing, reviews, testing results and productivity reports are located for viewing. To access the login page you must go into the employee resources tab at the bottom of the home page.

Home | About Us | Get Started | Residential | Commercial | Employee Resources

Locations

Orlando - Sanford | Kissimmee | St. Cloud | Winter Garden | Groveland | Melbourne | Port. St Lucie | Daytona | Jacksonville | Ocala |
Auburndale | Tampa | Brooksville | Venice | Ft. Myers | Bradenton | Lakeland | Panama City | Pensacola | Daphne, AL | Biloxi, MS

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Testing and Reviews

Access to the testing links, test results and assessment reviews are listed under the Strada Certification tab on the employee resources page.


PERSONNEL FORMS   MAPS   SURVEYS   REPORTS   STRADA CERTIFICATIONS   SHOP/FIELD REVIEWS   FLEET   INVENTORY
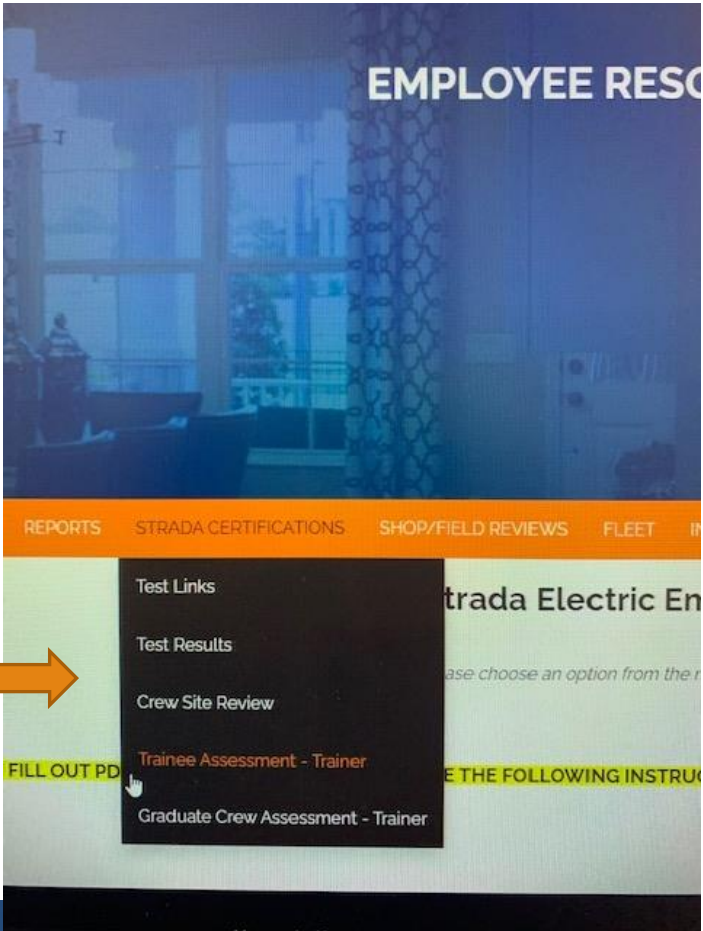
Welcome to Strada Electric Employee Resources

Please choose an option from the menu above.

Testing

When administering tests click on the test links tab in Strada Certifications. You will then see the links in both English and Spanish. Only select the test to the level your group is to take. Each trainee taking the test will need to make sure the employee number they put in is correct otherwise they will not get credit for the test.
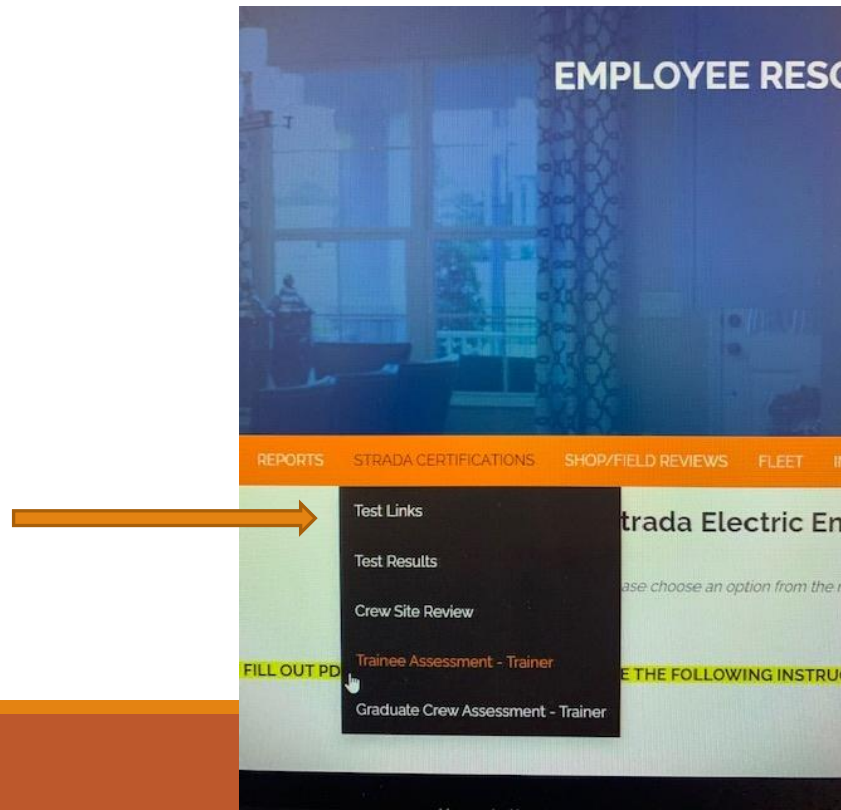
Strada Certification Guidelines

RULES FOR TESTING

1. Tests are administered by Manager ONLY.
2. Only one test can be administered to an employee per week. 5 day span
3. If a failure occurs the employee must wait till the next week to retake.
4. If multiple tests are taken in a day/week the first score is the only score recorded. The others will be a zero score and removed.
5. Test score of 80 or higher is passing.

6. ALL R&T Testing to be completed before any E level test can be administered.

TEST LINKS

R1 TEST
https://drive.google.com/open?id=1PY1tpolChggwPlNruFj5JZ9-21_jGHzdddlFHVu

R1 TEST (Spanish)
https://docs.google.com/forms/d/e/1FAIpQLSdzZUUnCw1F-BrNdAUvMmRSFE

R2 TEST
https://drive.google.com/open?id=1dTxm-T4ZgK8BueA1KF-UWNxfwVGWoKb8xf

R2 TEST (Spanish)
https://docs.google.com/forms/d/e/1FAIpQLScWW6bLy9lKhfSLE4UQBXKeHiwt

R3 TEST
https://drive.google.com/open?id=1Nt84szfN_x8FlQ9MGr85hacvpolh9zu4Ewl8vu

R3 TEST (Spanish)
https://docs.google.com/forms/d/e/1FAIpQLSet1MMGCoZdCcLIbzuZtT2cVxJR3

RI-1 TEST
https://docs.google.com/forms/d/1hpLYVbBQy_ZFuQorKeP-N-y12HbbgtUSz29a

RI-1 TEST (Spanish)
https://docs.google.com/forms/d/e/1FAIpQLScNxoFefwOQCUxzBPLDlbiqcPo6S

T1 TEST
https://drive.google.com/open?id=1umsHHANL5sBowRehnGX7ae5wLDGAQ16Kz

T1 TEST (Spanish)
https://docs.google.com/forms/d/e/1FAIpQLSdmcumVYkbxKolYEY8Kv_7TNrR

Assessments and Reviews

After each level completion you will be completing a short form for each trainee that will be emailed to the trainee and managers for review. After completion of the program, we will be completing a crew survey for the shop manager and supervisor on the full assessment of the crew. These are all in effort to share what our observations are provide a good assessment for target areas that supervision and management know what to look out for and help with.
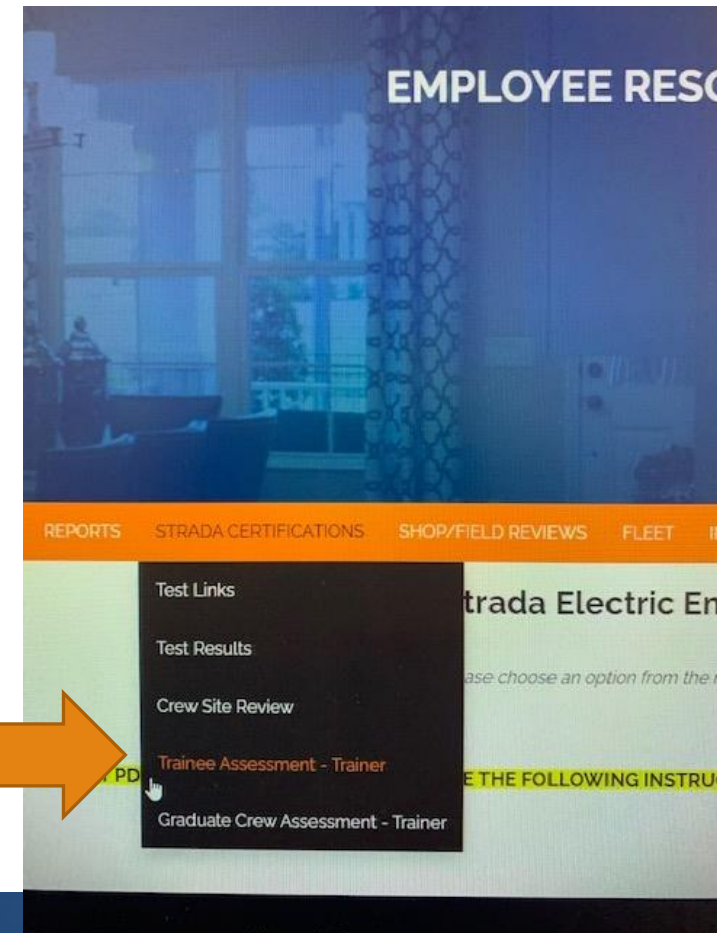
Assessments and Reviews

Each review performed is to provide information to the trainee to help them progress. The more coaching notes and tips you can provide will steer them where you want them to get. Make sure this form is filled out correctly with the trainee's email listed.

Trainee Assessment Form

Shop*

Date*

mm/dd/yyyy

Trainer*

Trainer Email*

Trainee*

Trainee Email*

Assessment

Description	Points*	Coaching Notes
Trainee learning at required pace and meeting productivity standards	◯Yes ◯No	
Trainee has good drive to be successful at piece rate	◯0 ◯1 ◯2 ◯3 ◯4 ◯5 ◯6 ◯7	
Trainee interacts well with other trainees and is constantly trying to get better	◯0 ◯1 ◯2 ◯3 ◯4 ◯5 ◯6 ◯7	
Overall attitude of the trainee	◯0 ◯1 ◯2 ◯3 ◯4 ◯5 ◯6 ◯7	
Performance Rating	◯0 ◯1 ◯2 ◯3 ◯4 ◯5 ◯6 ◯7	

Calculate   **Total:**

ADDITIONAL COMMENTS

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Graduation

In order for any crew to successfully graduate the program certain criteria must be met. It will take the trainer and shop manager agreeance these crews meet the required standards to complete the program.

- Must have a productivity average 2-3 weeks at 70%.

- Can earn piece rate without assistance.

- Can successfully start and finish accurately a home without supervision.

Once the trainer feels a crew is able to meet this criteria he is to inform the training manager so the crew can be established in Bolt & crew tracker for data logging. At this time all communication from the trainer is to the shop manager about the state of the crew and manager reviews crew for compliance to graduate.

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