

CAMT TRAINING OUTLINE 2015

About CAMT Training: CAMT Training includes seven courses, totaling 79 hours and 40 minutes:

- Six technical courses consist of hands-on classroom training plus brief online modules;
- A 10-module online non-technical course, totaling approximately two hours and 16 minutes, which teaches a number of essential soft skills through demonstration and interactive scenarios.

CAMT Materials: Each CAMT classroom course includes the following:

- A **Participant Resource Guide**: A binder will be given to each participant enrolled in the class. Participants will use this guide to follow along throughout the course and will keep it for future reference.
- An **Instructor Guide**: This document is for instructors only and is identical to the Participant Resource Guide except for the addition of instructor notes and icons to indicate when to show particular PowerPoint slides. The page numbering is the same for both guides; for example, if you are on page 10 of your Instructor Guide, the participants will see the same content, without your instructor notes, on page 10 of their Participant Resource Guides.
- **PowerPoints with videos**: Each course has a PowerPoint slide deck to go along with the guides. Icons in the Instructor Guides help Instructors determine when to show which slides. Some of the slides have text or graphics; some play demonstration videos. All of the PowerPoints and videos for all CAMT courses are on the **CAMT USB flash drive**.

Non-Technical Online Course

The non-technical course is taught entirely online, allowing learners to take the course at their own convenience and at their own pace. After learning the new content in each module, participants will go through a set of scenarios in which they evaluate the performance of maintenance technicians in realistic situations, then rate them on a set of criteria related to the learning points in the course. These scenarios not only allow learners to reflect on what they have learned, so they are more likely to apply these skills on the job, but they also give learners concrete examples of what *not* to do, so they know what to avoid as well.

Technical Courses

The six technical courses take place in the classroom, with an Instructor presenting core concepts and procedures as well as leading course participants through reinforcing learning activities. These activities will range from discussions to solving "what if" scenarios to hands-on activities. Instructors will have written guides to help them deliver the class; participants will have guides to help them absorb the material.

Course Sequence

The technical CAMT courses should be offered in the following sequence. Each course builds on concepts learned in previous classes. The only exception is *Interior and Exterior Maintenance & Repair*, which can be offered at any time.

1. Interior and Exterior Maintenance & Repair (may be offered at any time)
2. Electrical Maintenance and Repair
3. Plumbing Maintenance and Repair
4. Heating Maintenance and Repair
5. Air Conditioning Maintenance and Repair
6. Appliance Maintenance and Repair



Course Details

Interior / Exterior Maintenance & Repair

Six hours and 40 minutes of classroom training with ½ hour of online practice scenarios. If teaching a full-day session, include two 15-minute breaks and a one-hour lunch. If teaching a half-day session, include at least one 15-minute break.

The **Interior and Exterior Maintenance & Repair** course gives learners what they need to know to keep the interior and exterior of the buildings on their property in excellent shape, both through repair and preventive maintenance. This course also teaches students how to perform "make-ready" activities, and gives them helpful checklists to use on the job.

Components:

- Interior and Exterior Maintenance & Repair Participant Resource Guide (six hours and 40 minutes)
- Instructor Guide
- Participant Online Practice Scenarios (1/2 hour)
- Instructor PowerPoint Presentation with Videos

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	1 hour	Make-Ready Maintenance
	30 minutes	Caulking
	2 hours	Ceilings and Walls
	40 minutes	Locks
	30 minutes	Tile
	45 minutes	Open Discussion: Interior Maintenance and Repair
	30 minutes	Curb Appeal and Building Inspections
	15 minutes	Key Takeaways, Action Plan, and Wrap-Up
<u>TOTAL</u>	<u>6 hours and 40 minutes</u>	



Electrical Maintenance & Repair

16 hours and 15 minutes of classroom training with ½ hour of online practice scenarios, typically delivered over three sessions.

The **Electrical Maintenance and Repair** course provides the solid foundation in electrical work that learners must have to be successful on the job, especially when working with appliances and HVAC. Content includes understanding systems and circuits; switches, receptacles, and fixtures; using meters; making diagnoses and repairs; following regulations; and safety issues.

Components:

- Electrical Maintenance and Repair Participant Resource Guide (16 hours and 15 minutes)
- Instructor Guide
- Participant Online Practice Scenarios (1/2 hour)
- Instructor PowerPoint Presentation with Videos

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	30 minutes	Electrical: You Are Here
	15 minutes	Comparing Electricity with Plumbing
	30 minutes	Key Electrical Terms
	1 hour	Electrical Safety
	45 minutes	The Electrical System: From Power Plant to Apartment Community
	1 hour	Electrical Circuits
	30 minutes	Key Tools for Electrical Repairs
	1 hour	Multimeters
Day 1 Total	6 hours	
Day 2	30 minutes	Electrical Wires
	1 hour	Main Service Panels, Fuses, and Circuit Breakers
	2 hours and 45 minutes	Wall Switches
Day 2 Total	4 hours and 15 minutes	
Day 3	1 hour and 45 minutes	Receptacles
	45 minutes	GFCI Receptacles
	1 hour and 15 minutes	Incandescent Light Fixtures



	1 hour and 30 minutes	Fluorescent Light Fixtures
	15 minutes	Smoke and Carbon Monoxide Detectors
	30 minutes	Key Takeaways, Action Plan, and Wrap-up
Day 3 Total	6 hours	
<u>TOTAL</u>	<u>16 hours and 15 minutes</u>	



Plumbing Maintenance & Repair

16 hours of classroom training with ½ hour of online practice scenarios, typically delivered over two full-day sessions.

The **Plumbing Maintenance and Repair** course teaches students how to maintain and repair plumbing systems and fixtures. Content includes an overview of systems; key materials and equipment; pipes, fittings, and valves; and fixtures and appliances.

Components:

- Plumbing Maintenance and Repair Participant Resource Guide (16 hours)
- Instructor Guide
- Participant Online Practice Scenarios (1/2 hour)
- Instructor PowerPoint Presentation with Videos

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	30 minutes	Plumbing: You Are Here
	15 minutes	Plumbing in an Apartment Building
	45 minutes	Plumbing Safety
	30 minutes	Key Plumbing Tools
	30 minutes	Shut-Off Valves
	2 hours	Pipes and Fittings
	2 hours and 20 minutes	Faucets and Sinks
	1 hour	Garbage Disposals
Day 1 Total	8 hours and 20 minutes	
Day 2	1 hour	Tubs and Showers
	3 hours	Toilets
	1 hour and 15 minutes	Drains
	2 hours	Water Heaters
	30 minutes	Key Takeaways, Action Plan, and Wrap-Up
Day 2 Total	7 hours and 45 minutes	
<u>TOTAL</u>	<u>16 hours</u>	



Heating Maintenance & Repair

Eight hours and 30 minutes of classroom training with ½ hour of online practice scenarios, typically delivered in two half-day sessions.

The Heating Maintenance and Repair course teaches students how to maintain and repair heating systems.

Components:

- Heating Maintenance and Repair Participant Resource Guide (eight hours and 30 minutes)
- Instructor Guide
- Participant Online Practice Scenarios (1/2 hour)
- Instructor PowerPoint Presentation with Videos
- *HVAC Servicing Procedure Manual* by Carrier (Abridged)

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	30 minutes	Heating: You Are Here
	30 minutes	Heating Safety
	15 minutes	Key Heating Tools
	15 minutes	Heating Basics
	1 hour	Air Distribution
	30 minutes	Basic Heating System Components
	15 minutes	Heating System Basics
Day 1 Total	3 hours and 45 minutes	
Day 2	1 hour	Electric Furnaces
	45 minutes	Electric Baseboard Heating
	1 hour	Gas Furnace Heating
	1 hour and 30 minutes	Hydronic Heating
	30 minutes	Key Takeaways, Action Plan, and Wrap-Up
Day 2 Total	4 hours and 45 minutes	
<u>TOTAL</u>	<u>8 hours and 30 minutes</u>	



Air Conditioning Maintenance & Repair

15 hours of classroom training with one hour of online practice scenarios, typically delivered over three or four sessions.

The Air Conditioning Maintenance and Repair course teaches students how to maintain and repair air conditioning systems.

Components:

- Air Conditioning Maintenance & Repair Participant Resource Guide (15 hours)
- Instructor Guide
- Participant Online Practice Scenarios (1 hour)
- Instructor PowerPoint Presentation
- *HVAC Servicing Procedure Manual* by Carrier (Abridged)

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	30 minutes	Air Conditioning: You Are Here
	45 minutes	Air Conditioning Safety
	30 minutes	Key Air Conditioning Tools
	45 minutes	Refrigerants and Their Special Properties
	1 hour and 30 minutes	The Air Conditioning System
	45 minutes	Simple Fixes
Day 1 Total	5 hours and 15 minutes	
Day 2	4 hours and 30 minutes	Refrigeration System Repairs
Day 2 Total	4 hours and 30 minutes	
Day 3	3 hours	Electrical System Repairs
	1 hour	Air Distribution System Repairs
	15 minutes	Unit Replacement
	30 minutes	Problems and Solutions Grid
	30 minutes	Key Takeaways, Action Plan, and Wrap-Up
Day 3 Total	5 hours and 15 minutes	
<u>TOTAL</u>	<u>15 hours</u>	



Appliance Maintenance & Repair

15 hours of classroom training with one hour of online practice scenarios, typically delivered over two full-day sessions.

The Appliance Maintenance and Repair course teaches students how to maintain and repair appliances.

Components:

- Appliance Maintenance and Repair Participant Resource Guide (15 hours)
- Instructor Guide
- Participant Online Practice Scenarios (1/2 hour)
- Instructor PowerPoint Presentation with Videos

Day 1	Time Needed	Topic
	30 minutes	Welcome and Introduction
	30 minutes	Appliances: You Are Here
	25 minutes	Diagnosing Appliance Problems
	30 minutes	Appliance Safety
	30 minutes	Key Appliance Repair and Maintenance Tools
	3 hours	Clothes Dryer Maintenance and Repair
	3 hours and 30 minutes	Clothes Washer Maintenance and Repair
Day 1 Total	9 hours	
Day 2	1 hour and 15 minutes	Oven and Cooktop Maintenance and Repair
	1 hour and 10 minutes	Dishwasher Maintenance and Repair
	3 hours	Refrigerator Maintenance and Repair
	30 minutes	Key Takeaways, Action Plan, and Wrap-Up
Day 2 Total	6 hours	
<u>TOTAL</u>	<u>15 hours</u>	



Online CAMT Soft Skills Training Outline

Note: Module 1 ("Welcome to the Industry") must be taken first, and Module 10 ("Wrap Up") must be taken after all other modules have been completed. Other modules may be taken in any order, and any module may be repeated at any time.

Module	Estimated Time
Welcome to the Industry <ul style="list-style-type: none"> • Video: A Day in the Life of a Maintenance Technician • Welcome to the Industry • What It Means to Be an Apartment Maintenance Technician • What It Takes to Be a Successful Apartment Maintenance Technician • The Language of Business 	15 minutes
Customer Service <ul style="list-style-type: none"> • Video: A Look at Customer Service • The Importance of Customer Service • Communication with Residents and Visitors • Listening Skills • Service Etiquette • Difficult and Upset Residents • Treating Residents Fairly and Equally • Activity: Who's Next 	20 minutes
Teamwork <ul style="list-style-type: none"> • Video: Being a Part of the Team • Introduction to Teamwork • Who's Who in the Apartment Community • Communication with Team Members • Business Etiquette and Values • Activity: You Never Know Who's Listening 	12 minutes
Time & Project Management <ul style="list-style-type: none"> • Video: A Juggling Act • Introduction to Time & Project Management • Time Management Principles and Tips • Project Management Principles and Tips • Project Communication • Scope Creep • Communication with Vendors and Contractors • Activity: A Visit from the Manager 	12 minutes
Money Matters <ul style="list-style-type: none"> • Making Money by Saving Money • Your Role in Saving Money • The Money Waterfall • Budgeting and Planning • Purchasing • Working with Vendors • Activity: Budget Planning 	16 minutes
Documentation & Paperwork <ul style="list-style-type: none"> • Video: If It Isn't Written Down... 	10 minutes



<ul style="list-style-type: none"> • The Importance of Documentation and Paperwork • Required Books and Logs • Timesheets • Purchase Orders • Documentation Principles and Tips • Activity: Done! 	
Maintenance & Emergencies <ul style="list-style-type: none"> • Video: Hero at Work • Maintenance Activities • Routine Maintenance • Requested Maintenance • Preventive Maintenance • Make-Ready Maintenance • Scheduled Replacements • Unscheduled Replacements • Emergencies • Activity: Balancing Act 	15 minutes
Safety First <ul style="list-style-type: none"> • Video: You Never Know • Keeping Everyone Safe • Protecting Against Workplace Hazards • Potentially Hazardous Materials • Physical Hazards • Safety in Emergency Situations • A Note about Personal Safety • Activity: The Switch Is On 	20 minutes
Compliance <ul style="list-style-type: none"> • Video: Following the Rules • Knowing and Complying with Rules and Regulations • Fair Housing Laws • Environmental Regulations • Building Codes, Permits and Licenses • Activity: Too Darn Hot 	15 minutes
Wrap Up	1 minute
TOTAL	2 hours and 16 minutes



Online CAMT Soft Skills Training Module Description

Welcome to the Industry – This course starts with a video introducing “Alex,” an experienced maintenance technician, as he demonstrates and describes key activities from a typical day on the job. The video provides novice maintenance technicians with an overview of the type of work they will be doing and gives even the most experienced maintenance technicians information they can relate to their job performance. This module provides best practices, tips and techniques for how to behave, dress, and speak on the job. Finally, the module provides an overall context for the remaining content and offers a reminder that non-technical skills serve a practical purpose and can be applied directly on the job.

Customer Service—This module explains the benefits of customer service to residents, visitors, team members, and the community, as well as to the maintenance technician. The module begins with a video of Alex performing a typical maintenance activity. Here, he shows how good customer service can turn an angry resident into a satisfied one. The module explains the importance of customer service to provide the context and motivation for the rest of the module. Students learn communication and service etiquette skills as the basis for providing good customer service, and then explore more complex topics such as handling upset customers and Fair Housing laws. The module ends with an activity in which students observe a maintenance technician handling a tricky customer service issue. Students rate the technician’s performance and then compare their ratings to expert ratings.

Teamwork—This module emphasizes the importance of working with other team members to achieve the same goal. Alex kicks off the module with a video showing good teamwork between himself and a leasing professional. The module continues with an overview of teamwork and an explanation of the different roles that people play in a community. It ties into the customer service topics of communication and etiquette, but this time with a focus on working with team members instead of customers. The module wraps up with an activity in which students watch and rate a technician who tries to recover from a tricky situation with a fellow team member.

Time & Project Management—This module prepares students for the daily juggling act they face on the job: how to balance long-term projects with day-to-day maintenance and emergencies, and get everything done in a timely manner. Students see Alex skillfully balance competing demands, and then get an overview of time management and project management concepts. They learn practical tips that they can apply on the job, and then dive into the topics of communication and scope creep. Finally, they complete an activity in which they watch and rate a maintenance technician who struggles in her efforts to get everything done on time.

Money Matters—Maintenance technicians frequently think that they have nothing to do with the financial health of their community. The module begins with a video of Alex demonstrating activities that will save his community money. This example helps students understand financial concepts specific to apartment communities and realize the positive effect that they can have on their own community. Students learn practical information about budgeting, planning, purchasing, and working with vendors. At the end of the module, they watch and rate a maintenance technician as she makes recommendations to help her community’s bottom line.



Documentation & Paperwork—Paperwork isn't anyone's favorite part of the job, but we all have to do it. This module helps by giving students practical information about what documentation needs to be completed and how to do it effectively and efficiently, as well as by providing the context for why documentation is important. First, students see how good documentation and record keeping help Alex out on the job. Then they review information on required documentation, including books and logs, timesheets, and purchase orders. Students get tips that they can start applying to the job immediately. The module wraps up with an activity in which students rate a maintenance technician's documentation.

Maintenance & Emergencies—This module explores the wide range of activities that a maintenance technician performs on the job. In the video, Alex shows how his performance makes a real difference to the quality of life and even the safety of the residents in his community. Students then take an in-depth look at various activities, including different types of maintenance, replacements and repairs, and emergencies. Students end the module with an activity in which they rate how well a maintenance technician balances everyday tasks with potential emergencies.

Safety First—Safety plays two key roles in the job of maintenance technicians: they must keep the property safe for everyone who lives in, works at, and visits the community; and they must keep themselves safe in potentially dangerous situations. Alex starts the module off by demonstrating both aspects of safety: he prevents a dangerous situation for his residents while taking care to perform the job using proper safety equipment and techniques. Students gain an understanding of the importance of safety, and then learn specifics for staying safe around common workplace dangers such as hazardous materials and physical hazards. They learn how to stay safe and keep others safe in emergency situations, and how to stay out of situations that may risk their own personal safety. Finally, students watch and rate a maintenance technician as he performs a risky repair of his own.

Compliance—Maintenance technicians follow a lot of rules on the job. They must comply with documentation requirements, Fair Housing laws, environmental regulations, and building codes, permits and licenses. This module provides an understanding of why these regulations exist and demonstrate why it is important to adhere to all rules and regulations. Students walk through different types of regulations and laws to gain a more in-depth understanding of their application to the technician's work. At the end of the module, students rate a maintenance technician in a situation where he faces multiple compliance challenges.

Wrap Up—The course wraps up with Alex heading home at the end of his day. In the video, he reminds students of the importance of "soft", or non-technical, skills and congratulates them for finishing the course.



CAMT Administration

Instructors will need a laptop plus a projector and screen to show the PowerPoints and videos. To run the PowerPoints:

- Plug the CAMT USB flash drive into any USB port on your computer.
- You'll see a folder for each course with a .ppt file within it.
- Double-click a file to open it in PowerPoint
- Choose to "run the slide show from the beginning" (most PowerPoint versions have a Slide Show menu) to run the slide show. You'll see a title slide displaying.

All videos play from within the PowerPoints. Look for a Watch Video button on your screen whenever there's a video. Click that button during the slide show and the video will play. When running the PowerPoint presentations from the flash drive, an Internet connection is not needed. Some CAMT courses also require additional manuals; those are listed where applicable.

Online Course Access:

- Affiliate Education Staff and CAMT Instructors may preview CAMT online modules and practice scenarios by going to: www.naahq.org/CPS
 - For your association ID and password, contact Lesley@naahq.org;
- CAMT candidates will use their unique NAA User ID and Password to access online programs.

CAMT Administration:

- NAAEI Online Enrollment
<http://www.naahq.org/learn/education/enroll-in-a-course>
- NAAEI Online Comprehensive Exam
www.castleworldwide.com/naaei/login

