



# **Campus Services Technical Training Program Policy Operations & Maintenance Department**

**Responsible Official:** AVP, Campus Services Administration  
**Administering Division/Department:** Training & Communications  
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## **Overview**

The purpose of the Technical Training Program is to ensure that employees in the Operations & Maintenance Department obtain and maintain knowledge and skill levels necessary to successfully complete their required job tasks effectively and efficiently.

### **Goals:**

- Establish initial knowledge and skill level
- Provide an individual training plan
- Maintain documentation of employee's training
- Establish expectations and accountability regarding employee's participation in the Technical Training Program

### **The program consists of:**

- Pre-assessments (Knowledge and Skills)
- Individual Training Plan based on assessment results
- Training courses to facilitate closing knowledge and skills gaps
- Post-test for each training course

### **Audience**

- Maintenance employees in the Operations & Maintenance Department

### **Launch**

- The Technical Training program was launched in January 2011

## **Knowledge and Hands-on Assessments**

All incumbents and applicants will be required to complete the knowledge and hands-on skills assessments. All assessments will occur in a proctored environment. Knowledge assessments will be administered electronically. Hands-on skills assessments will occur on-site in specified zone shops unless otherwise noted. Individual training plans will be created for incumbents based on assessment results.

## Individual Training Plan (ITP) for Incumbents

After the completion of the knowledge and hands-on skills assessments, the results will be shared with each participant. Individual Training Plans (ITPs) will be created for and discussed with each participant. Subject areas in the core competencies where the employee assessed at less than 70% will be placed in his/her ITP. Subject scores are to be weighted at a 60:40 Knowledge to Hands-on Ratio.

Campus Services Building Maintenance Core Competencies Zone Shops	
Knowledge and Hands-on Assessment Equivalents	
<u>Knowledge Assessment</u>	<u>Hands-On Assessment</u>
Bearing & Shaft Maintenance	Bearings
*Electrical Safety and Protection	*assessed as part of other tasks
Electrical Troubleshooting	Lights/Ballasts Receptacles/Light Switches Breaker Boxes
Mechanical Drives	Drive Belts
Piping/Piping Systems	Piping
Pumps/Pump Installation & Maintenance	Pumps
Single-Phase Motors Three-Phase Motors	Motors
HVAC Valves and Protection	Air Handlers

In order to allow incumbents to complete their ITPs, training courses will be offered through the Training and Communications department as budget funds allow.

**Note:** Core competencies for Central Shops are currently being discussed and will be included in this policy once finalized

### Training Details

All training will occur on paid time and classroom training will occur on-site in Campus Services Training Room "B" unless otherwise noted. Hands-on training will occur on-site in specified zone shops unless otherwise noted. If online training is available and selected, the training can be completed on any computer that has access to the internet.

Training materials remain the property of Campus Services. However, employees may check books out for reference and study, when available. Certificates of completion will be awarded to those who successfully complete each course.

All training will be documented in the Emory Learning Management System (ELMS).

### Training Requirements

Once enrolled in a training course, employees are expected to attend all sessions. Emergencies and unforeseen circumstances will be addressed on an individual basis. Participants will be required to successfully complete each course. Proctored final tests will be administered at the end of each course. Passing Score for final test is 70%. Subject scores are to be weighted at a 60:40 Knowledge to Hands-on Ratio.

If courses are not successfully completed on the first attempt, employees will be allowed 1 month to review and be granted a second attempt at the course's final test. If not successfully completed after a second attempt, the employee will be placed on a Detailed Training Plan. Employees will be allowed to review and be granted a third attempt at the course's final test which must be completed within the timeframe outlined in the Detailed Training Plan. Performance requirements outlined in the training plan will translate into goals that will be entered into the online feedback and development (performance management) tool.

### **Continuing Education**

After completion of the initial training plan, technical training courses will be offered on a regular basis in order to allow participants to keep abreast of new equipment/ technology/trends in the building maintenance industry.

### **Trainer Qualifications**

Individuals external to Campus Services who are selected to teach technical courses will be expected to have several years of industry experience in the course's subject area.

### **Fairness/Objectivity**

The Technical Training Program will be administered with the highest level of fairness and objectivity. Participants' assessment and training results will be treated with confidentiality and only shared with necessary parties as it pertains to the program and job requirements.