



















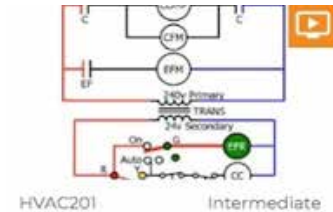

THE BLUE COLLAR VIRTUAL TRADE SCHOOL





CURRENT CATALOG - Multi-Family Maintenance







<p>Facility Management Tech Level 1</p>	<p>This learning path presents you with all the basic knowledge you will need as an entry-level facilities maintenance technician. Learn the basics of HVAC, plumbing, and electrical work, and the specific safety guidelines and precautions for each. Learn how different systems in a building work, as well as the basics of troubleshooting and repairing those systems. You'll also learn about the tools that are used in each area, how to use them, and the safety precautions involved.</p>			
<p>Help Center</p> 	<p>Your one-stop-shop for all things that will make your experience successful here at The Blue Collar Virtual Trade School. Get some onboarding help, ask a question, FAQs, and more!</p>			
<p>Welcome Assessment Course</p> 	<p>The Multi-Family Maintenance Welcome Assessment is a multiple choice exam that will test you on all areas of general maintenance knowledge. The results of this assessment will show you, in great detail, the areas of skills in which you are strong, and areas in which you need work. Don't worry, though, we have great training that will teach you everything you need to know, and covering everything that is included in the Welcome Assessment.</p>			
COURSE	INDUSTRY	TYPE	CODE	DESCRIPTION
<p>What is HVAC?</p> 	<p>HVAC</p>	<p>Video</p>	<p>HVAC050</p>	<p>Introductory course covers general information on the HVAC (heating/air conditioning) industry, systems and components, and explains how an HVAC system heats and cools a house.</p>
<p>How does Plumbing work?</p> 	<p>Plumbing</p>	<p>Video</p>	<p>PLMB100</p>	<p>Knowing the basics of how plumbing works is essential to understanding more complicated topics. In this course, you'll discover the two different plumbing systems, how they work, and how they're set up in a building.</p>
<p>Fundamental Electrical Concepts</p> 	<p>Electrical</p>	<p>Video</p>	<p>ELEC101</p>	<p>This course lays the foundation for all the other electrical courses by explaining in simple terms where the fundamental concepts come from and how they all interrelate to each other. Learn about basic electrical circuit concepts, their origins as well as the commonalities between them.</p>

COURSE	INDUSTRY	TYPE	CODE	DESCRIPTION
Introduction to Refrigeration Systems  HVAC101 Beginner	HVAC	Video	HVAC101	The Introduction to Refrigeration Systems course takes all the physics you've learned so far and applies it to a simple refrigeration and air conditioning system. System diagrams and a Baseball Diamond info graphic will help you understand the core roles of each component in the system. Trade industry terminology is introduced, in terms of pressure and temperature, as well as several real-world examples of air conditioning and refrigeration systems.
Basic HVAC Tools  HVAC103 Beginner	HVAC	Video	HVAC103	Learn about the basic tools of an HVAC technician including multimeter, gauges, wrenches, pipe benders and wire cutters.
HVAC Safety Basics  HVAC107 Beginner	HVAC	Video	HVAC107	Always work with a safety first mindset! In the HVAC field you will encounter high voltage electricity, combustible gases, metal fabrication, and ladders. This course covers HVAC best practices and procedures on fire safety, personal protective equipment, ladder usage, electrical circuits, and shock risk, as well as, Lockout/Tagout procedures.
Electrical Panels: Components and Safety  ELEC102 Beginner	Electrical	Video	ELEC102	Learn about the major components of electrical panel and safety procedures to follow when working with them.
Electrical Safety  ELEC103 Beginner	Electrical	Video	ELEC103	Knowing how to stay safe in the electrical field is essential. This course begins with an overview of OSHA (Occupational Safety and Health Administration), including jobsite safety standards and inspections. Also covered is a review of dangers in electrical work and the effects those dangers have on the body. Next, you will learn about what personal protective equipment to wear while working and how it is the last line of defense against injury. Finally, electrical safety best practices will be presented. You'll learn about safe techniques and tools that will help to eliminate potential dangers.
Electrical Tools  ELEC106 Beginner	Electrical	Video	ELEC106	This course presents three tools frequently used by electrical and HVAC technicians and facilities maintenance professionals: multimeter, non-contact voltage tester, and receptacle tester. The features, functions, and common uses of each tool will be presented. The non-contact voltage tester and receptacle tester lessons include instruction on how to use those tools.

COURSE	INDUSTRY	TYPE	CODE	DESCRIPTION
Basic Plumbing Tools 	Plumbing	Video	PLMB101	There are many different tools required for the plumber, from daily jobs done in the home to tools used for commercial applications. This course covers the basic tools you'll use most and includes a variety of different categories. Each tool's application is explained and helpful tips are provided with safety practices in mind. Finally you'll explore some helpful repair tools that aid in common problems.
Plumbing Materials Overview 	Plumbing	Video	PLMB102	Pipes are used to bring water or gas into a building and sewage or waste out. Being able to determine what type of pipes a structure has is crucial to understanding what type of work needs to be done. Each pipe material has its own fittings, assembly methods, and application. This course covers potable water piping, sanitary drainage, and fuel gas piping.
Plumbing Fixtures Overview 	Plumbing	Video	PLMB103	This course explores all the materials, configurations and components of various plumbing fixtures. It begins in the bathroom, taking a look at lavatory materials and mounting types. After that you'll learn about kitchen sinks and faucets before heading back to the bathroom. You'll discover how many different showers, bathtubs and showerheads there are, as well as the benefits of each. Finally, this course takes you through the anatomy and function of toilets. Understanding these topics is essential to being able to make an informed and professional recommendation for what fixture would be best suited for an individual situation.
Introduction to Water Heaters 	Plumbing	Video	PLMB108	This course introduces you to the components, setup, and function of gas, electric, and tankless water heaters. You'll start by learning about the anatomy of these three types of water heaters, and how to install them. Course concludes with an overview of the components of a water heater. The unique illustrations make this a great course for both beginners and experienced technicians alike.
NATE Ready-to-Work Prep 	HVAC	Video	HVAC100	This short course focuses on fundamental job skills and knowledge including components, tools, measurements, heat transfer, general safety and electrical safety. This course is designed for technicians who are just entering the HVAC field with little to no formal education or training.
HVAC COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
HVAC System Parts 	HVAC	Video	HVAC052	This is a beginner's course on what happens inside an HVAC unit. It begins with four major refrigeration parts: the compressor, condenser, metering device, and evaporator. Then the course covers the major heating parts and what each one does. The course concludes by illustrating what happens inside a heating pump during the heating and cooling mode.

COURSE	INDUSTRY	TYPE	CODE	DESCRIPTION
	HVAC	Video	HVAC104	Learn three methods of leak detection, leak detectors available today, EPA regulations for leak repairs, and basic evacuation methods and tools.
	HVAC	Video	HVAC113	Annual maintenance cleaning, voltage checks, condensate removal and burner inspections are required to achieve maximum efficiency and avoid major issues. This course covers the maintenance needed, both forced air and hydronic.
	HVAC	Video	HVAC114	This is a beginner's course that focuses on the materials that make up the ventilation system and improve indoor air quality.
	HVAC	Video	HVAC115	This course covers the things that aren't considered major parts but play a major role. It explores different kinds of thermostats, what a condensate pump does, common installation supplies, and the materials needed to braze line sets.
	HVAC	SIM	HVAC116	Explore what an HVAC technician does, the certifications they have to obtain, and the conditions they have to put up with. Then you get to be an HVAC technician for a day with a 3D simulation featuring a morning, afternoon, and evening service call.
	HVAC	Video	HVAC201	Learn to translate HVACR systems into symbols on a wiring diagram. Be prepared to translate any manufacturer's schematic style.
	HVAC	Video	HVAC202	Explore the types, functionalities, and application of thermostats and how to view them on a wiring diagram. Learn how to trouble-shoot common issues found in the field.





HVAC COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
<p>Meters, Switches, Loads</p>  <p>HVAC203 Intermediate</p>	HVAC	Video	HVAC203	Learn how to use the most common meters in HVAC today to trouble-shoot a circuit. Discover three different types of circuits and where switches are placed.
<p>Contactors and Motor Starters</p>  <p>HVAC205 Intermediate</p>	HVAC	Video	HVAC205	Discover how to select a contactor, the troubleshooting process of a faulty contactor, and how motor starters function, as well as multimeter usage.
<p>EPA Section 608 Prep Course: CORE</p>  <p>HVAC251 Intermediate</p>	HVAC	Video	HVAC251	The Environmental Protection Agency (EPA) Course: CORE Section 608 certification allows technicians to work on appliances and systems that contain regulated refrigerants. This course will help you prepare for the core exam, by covering topics such as the Clean Air Act, Montreal Protocol, ozone depletion, and refrigerant identification, blends, handling, and safety.
<p>EPA Section 608 Prep Course: TYPE I</p>  <p>HVAC252 Intermediate</p>	HVAC	Video	HVAC252	Type I of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on small appliances such as refrigerators and small window air conditioning units. This is the second of four courses that can help you prepare for EPA Section 608 certification. This course covers recovery requirements, recovery techniques, and safety measures for small appliances.
<p>EPA Section 608 Prep Course: TYPE II</p>  <p>HVAC253 Intermediate</p>	HVAC	Video	HVAC253	Type II of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on high pressure systems such as heat pumps and convenience store refrigerators. This is the third course of four that can help you prepare for this certification. This course covers leak detection, recovery requirements, recovery techniques, refrigeration, and safety.
<p>EPA Section 608 Prep Course: TYPE III</p>  <p>HVAC254 Intermediate</p>	HVAC	Video	HVAC254	Type III of the Environmental Protection Agency (EPA) Section 608 certification allows technicians to work on low-pressure systems such as chillers. This is the final course out of four that can help you obtain this certification. This course begins with a review of the material from the core exam, and then covers leak detection, recovery requirements, recovery techniques, refrigeration, and safety.





HVAC COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
Res A/C Troubleshooting  HVAC301 Advanced	HVAC	SIM	HVAC301	Learn to troubleshoot common electrical and mechanical faults of a typical split residential Air Conditioning system. This course includes 3D interactive simulations that can be played on a computer or in virtual reality (VR).
Gas Furnace Troubleshooting  HVAC321 Advanced	HVAC	SIM	HVAC321	Master troubleshooting of gas furnace and motor components in life-like service calls on typical residential issues.
Commercial AC Troubleshooting  HVAC331 Advanced	HVAC	SIM	HVAC331	Learn to troubleshoot common mechanical and electrical faults with a simple 3 phase compressor split commercial AC unit. It's hot outside and these diners need some relief while they enjoy their meal. Do you have what it takes to fix the problem?
Heat Pump Troubleshooting  HVAC341 Advanced	HVAC	SIM	HVAC341	Heat pumps are more popular than ever and this course will familiarize you with the most common service problems including bad reversing valves, emergency heat relays and motor diagnostics. Get up to speed in over 20 training mode scenarios and then test your skills in randomized Challenge mode. Do you have what it takes?
Rooftop Unit Troubleshooting  HVAC351 Intermediate	HVAC	SIM	HVAC351	A Rooftop package unit combines both a traditional split AC system and heating system into a single cabinet. They can vary greatly in size, but typically have 2 stages of cooling and 2 stages of heating. They can be equipped with economizers as well. In this course you will learn how to troubleshoot one of these units. It covers faults in both the cooling stage and heating stage, and will guide you through the process of finding the fault.
PLUMBING COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
Plumbing Demolition  PLMB104 Beginner	Plumbing	Video	PLMB104	Before remodeling a kitchen or bathroom, you have to remove the old fixtures first. It's important to know how to remove plumbing fixtures correctly for both safety reasons and to prevent damage to things that are not removed. This course covers the procedures for removing common bathroom and kitchen fixtures, including sinks, toilets, tubs, and showers.






PLUMBING COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
<p>Caulking and Sealing</p>  <p>PMLB106 Beginner</p>	Plumbing	Video	PLMB106	<p>Properly using caulk and caulking tools is essential to creating a neat and professional look as well as a long lasting seal between materials. Caulk can be used for many applications, including windows, doors, and fixtures in the bathroom or kitchen. This course covers the different kinds of caulk and what they're used for, the tools needed, and how to properly remove and apply caulk to specific building materials.</p>
<p>Plumbing Code Overview</p>  <p>PMLB107 Beginner</p>	Plumbing	Video	PLMB107	<p>Plumbing codes play a huge role in how pipes and plumbing fixtures are put together. Every plumbing system has to be tested and inspected before it can be used. This course provides a brief overview of the general plumbing codes you may encounter.</p>
<p>Water Heater Maintenance</p>  <p>PLMB111 Beginner</p>	Plumbing	Video	PLMB111	<p>Understanding how to properly maintain a water heater is essential for best performance and service life. This course dives into the basic maintenance procedures you'll need to know on the job, as well as what happens when they're not done. It begins with exploring what happens when sediment collects and how to flush it out. Course concludes with a section on locating, removing and replacing anode rods.</p>
<p>Plumbing Maintenance</p>  <p>PLMB112 Beginner</p>	Plumbing	Video	PLMB112	<p>Maintenance calls are a routine part of working in the trades. In this course, you'll learn the skills necessary to tackle plumbing maintenance. Each video discusses a different issue, including various types of leaks and clogs. By the time you finish this course, you'll see that these challenging situations are quick jobs with the right tools and knowledge.</p>
<p>Fittings & Valves</p>  <p>PLMB113 Beginner</p>	Plumbing	Video	PLMB113	<p>Fittings and valves play a vital role in a well function plumbing system. In order to properly install pipes, and to ensure that the system is safe, you need to know which connection part you're going to use. Begin by exploring all of the different pipe fittings, including elbows, branches and couplings, as well as learn the proper application for each. After this, you'll learn how each valve works and when to use them.</p>
<p>Hangers & Supports</p>  <p>PLMB114 Beginner</p>	Plumbing	Video	PLMB114	<p>What keeps pipes secured in place against walls and ceilings, or even hanging down from the beams? The answer is hangers and supports! This course explores the various components of piping supports, including struts, all threads, hangers, clamps and hanger attachments. Learn how each type is attached as well as the way they work. Identify the key attributes that make certain pipe supports better suited for the individual application. By the end of this course, you'll have the knowledge necessary to determine what kind of support system is needed for the pipes you're working with, whether commercial or residential.</p>


PLUMBING COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
Tubular & Fixture Trim 	Plumbing	Video	PLMB115	In this course you're going to learn about the small pipes that transfer water to and from plumbing fixtures. It begins with a couple lessons discussing tailpieces and traps, exploring the many materials, types and applications. These lessons will teach you how to properly configure tubular pipes in addition to some common errors to avoid. After that, you'll take a look at the supply side to learn about the various supply trim parts, including supply lines and shut off valves. This short course will help you to choose the right trim parts to make sure your fixture works effectively as it's intended to.
Drains 	Plumbing	Video	PLMB116	Learn about all the different types of drains you may encounter in residential and commercial settings. Gain an understanding of how each type of drain works in addition to the components and various applications. You'll first look at fixture drains, differentiating between lavatory, kitchen, tub and shower drains. Then, you'll move on to the function and application of roof and floor drains.
Water Treatment & Well Systems 	Plumbing	Video	PLMB117	This course covers the set up and application of various water treatment devices in addition to the operation of wells and what treatment methods you may need for them. Understand the preparation necessary to determine the kind of water treatment needed, including how to utilize a water quality test to make the best choice. Learn how water treatment equipment functions, how it affects water, and the reasons you may consider installing it. Finally, you'll learn about wells and how they work, in addition to why certain water treatment methods are more applicable to them.
Electric Water Heater Troubleshooting 	Plumbing	SIM	PLMB201	In this course a guided 3D simulation shows you how to troubleshoot and repair the various faults of an electric water heater. The three symptoms covered ~ no hot water, insufficient hot water, and a dripping relief valve ~ can be the result of several different component failures. Use a multimeter to test the wiring, a pressure gauge and a thermometer to diagnose the problems. After you learn the troubleshooting process, you'll have the opportunity to test your skills!
Toilet Troubleshooting 	Plumbing	SIM	PLMB202	Learn how to troubleshoot and repair a damaged wax ring, a faulty fill valve, and a broken flapper. Diagnose and repair 5 of the most common problems that occur with a toilet. Each lesson walks you through a 3D simulation with step by step guidance.
Kitchen Sink Troubleshooting 	Plumbing	SIM	PLMB203	Repairing a kitchen sink is one of the most common calls you'll receive. This simulation based course walks you through four common problems, guiding you step by step on how to troubleshoot and repair drain and water line clogs, as well as a basket strainer leak. This is a fun, interactive and effective way to learn how to fix a sink.

PLUMBING COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
Gas Water Heater Troubleshooting  <p>PLMB204 Advanced</p>	Plumbing	SIM	PLMB204	In this simulation based course, you'll discover how to troubleshoot and repair a gas water heater. This course looks at three common symptoms of a faulty unit: no hot water, insufficient hot water, and water that's too hot. With each symptom, there are several scenarios you'll go through in order to diagnose different failed components. Through guided steps and realistic interactions, you'll have fun learning how to find and fix just about any issue you'd encounter!
ELECTRICAL COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
Introduction to the National Electrical Code  <p>ELEC104 Beginner</p>	Electrical	Video	ELEC104	The National Electrical Code is a set of guidelines that covers the best ways to do electrical work in residential and commercial settings. This course focuses on those residential guidelines, explaining where to place wall receptacles, ground fault protection as well as AFCI retrofitting. Learn about the specific requirements for each room in the home, including the living room, laundry room and garage. Finally, you will learn how the code varies across the country as well as how to navigate these differences.
Power Distribution, Delta, and Wye Systems  <p>ELEC105 Beginner</p>	Electrical	Video	ELEC105	Discover how electricity goes from the generation station to residential, industrial and commercial sites. This course begins by explaining how the power from the high voltage lines transforms into usable voltage in the home, and where residential ownership of these lines begins. It then continues with what exactly a transformer is in addition to how it works. You will learn about the three different types of transformers: isolation, auto, and buck boost, with a more in-depth look at buck boost. Finally, you'll take a look at three-phase power, what it is and why it is used, in addition to the two types: Wye and Delta.
AC Power  <p>ELEC108 Beginner</p>	Electrical	Video	ELEC108	This course begins with a review of direct current (DC) power concepts, to make learning about alternating current (AC) power easier. The DC power review is followed by an introduction to AC electricity, focusing on single-phase power. Next, there is a discussion of AC waveform. The course concludes with lessons on generating single-phase and three-phase alternating current.
Introduction to Electrical Circuits  <p>ELEC109 Beginner</p>	Electrical	Video	ELEC109	An electrical plan shows single lines for all the circuits, and symbols for receptacles, switches, different types of lights, and so on. This course takes you line by line and symbol by symbol through a variety of rooms in a house. Each room is designed to include a new element, and a little more complexity, so you gradually progress through 5 different electrical plan scenarios. The circuits are deliberately designed to familiarize you with different components, like 3- and 4-way switching, standard and GFCI receptacles, and 2- and 3-wire cabling. We also take different approaches to circuit design like having switches at the start or end of a run, and operating two fixed appliances with one cable in a multi-wire branch

ELECTRICAL COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
				<p>circuit that shares a common neutral. By the end of the course, you'll be comfortable reading complex electrical plans and will have an appreciation for the variety of ways room circuits can be designed.</p>
<p>Ampacity & Wire Sizing</p>  <p>ELEC110 Beginner</p>	Electrical	Video	ELEC110	<p>This course is all about a really fundamental and useful concept in electrical work – the ampacity of conductors—that is, the maximum amount of current that a conductor can carry on a continuous basis without getting dangerously hot. This course begins with a simple introduction to the key ampacity tables in the National Electrical Code, because working with ampacity is all about knowing where to find the values. We show you exactly how to find the ampacity for any wire, but then go further to explain things like how to choose which temperature column to use, based on environmental and code exceptions. And we cover, pretty carefully, the reasons why you often have to adjust the values found in the ampacity tables, based on what are called 'conditions of use' like the ambient temperature around a wire or how many wires are crammed inside a conduit. The course ends with a nice set of worked examples, so you really get comfortable with applying everything you have learned about ampacity.</p>
<p>Electrical Devices</p>  <p>ELEC111 Beginner</p>	Electrical	Video	ELEC111	<p>This course covers three electrical devices that are very likely to be encountered on electrical-related service calls - receptacles, circuit breakers, and light switches. You'll learn the function and features of the electrical devices, relationships among them, how the devices respond to electrical problems, and how to address issues involving them. After completing this course, you'll have a greater understanding of the devices that facilitate electrical flow.</p>
<p>Lockout/Tagout Procedures</p>  <p>ELEC112 Beginner</p>	Electrical	Video	ELEC112	<p>This course is a primer on lockout/tagout procedures. The course begins with the definition and purpose of lockout/tagout procedures, followed by employee roles during lockout/tagout. A discussion of hazardous energies is included, specifically primary, secondary, single, and multiple energy sources, with an emphasis on identifying all energy sources during lockout/tagout procedures. The course concludes with eight practical steps for an effective lockout/tagout program.</p>
<p>How to Use a Multimeter</p>  <p>ELEC113 Beginner</p>	Electrical	SIM	ELEC113	<p>A multimeter is an important tool for troubleshooting and measuring the overall performance of an electrical circuit or machine. It is designed to combine several different electrical meters all into one tool. This course covers each of the common settings on a multimeter such as voltage, resistance, amperage, diodes, and capacitance. Course includes video demonstrations and a virtual lab simulation.</p>

ELECTRICAL COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
<p>Diagnosing Circuits: Simple Lighting & Receptacles</p> 	Electrical	SIM	ELEC201	<p>This 3D simulation, VR-ready course provides opportunities to develop and practice troubleshooting skills for working with electrical wiring. The simulation is set in an office environment. The course is divided into two chapters. The first chapter contains a set of scenarios for diagnosing electrical problems at a light fixture, and the second chapter contains a set of scenarios for diagnosing electrical problems at a wall receptacle. Each scenario is followed by a short quiz to reinforce learning. Each chapter begins in training mode, in which the correct answer is highlighted orange and More Info Notes provide context and rationale. Courses then continue to challenge mode (correct answers are not highlighted), and ends with assessment mode, in which no learning guidance or support is provided.</p>
<p>Diagnosing Circuits: 3-Way Lighting</p> 	Electrical	SIM	ELEC202	<p>This course introduces multi-location light control to expand your skills and knowledge of electrical circuits and diagnosing faults. The setting is inside a residential dining room that has two 3-way switches at two entries into the room, and one of those switches is also a dimmer. Three-way light switching involves connecting two 'traveler' wires between the two switches so that either switch can turn the lights on or off independently. The scenarios in this course involve diagnosing why the lights and the receptacles might not be working properly. In the course, you will face a variety of faults, such as travelers incorrectly wired to their switches, wires that have come loose from their terminals or that have damaged insulation that is causing a short circuit and circuit breaker tripping, and actual switch or receptacle damage that is preventing proper operation.</p>
<p>Light Commercial Electric: Apartment Facilities Maintenance</p> 	Electrical	SIM	ELEC205	<p>This course simulates maintenance scenarios in three contexts in an apartment environment: a rental office, a fitness center, and a parking lot. You will learn to diagnose and correct problems with fluorescent and High Intensity Discharge (HID) lighting, in the rental office and parking lot spaces respectively, while the fitness center space will provide practice with troubleshooting electrical equipment in a commercial context.</p>
<p>Solar System Troubleshooting (Faulted Electrical Systems)</p> 	SOLAR	SIM	SOL/ELEC250	<p>Use simulations to learn and practice how to use the digital multimeter and megohmmeter to troubleshoot a variety of faulted electrical conditions with the help of your powers of observation and systematic root cause analysis. Work backwards from a faulted electrical condition to discover the root cause of electrical problems. Work through a wide variety of faulted conditions, including no DC power coming from the solar array, no AC power coming from the utility side, and a ground fault indication. Learn how to handle a system that is fully operational but not producing enough power.</p>

BUSINESS SKILLS COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
				The Blue Collar Recruiter teaches 6 communications courses to assist you in your role as a manager working with property owners, suppliers and individuals. Learn how to create a relationship of trust and build customer loyalty. Course includes how to develop your own career plan, for you, your family and your retirement.
<p>Service Business Basics</p>  <p>BUSINESS 101 WEBINAR</p>	Business Skills for the Trades	Webinar	Business101	Experience a day in the life of service and maintenance techs who work in the home service trades.
<p>Flat Pricing vs. Time & Materials Pricing</p>  <p>BUSINESS 102 WEBINAR</p>	Business Skills for the Trades	Webinar	Business102	Learn why home service businesses charge the prices they charge and how to explain pricing to homeowners.
<p>The Importance of Maintenance Plans</p>  <p>BUSINESS 103 WEBINAR</p>	Business Skills for the Trades	Webinar	Business103	Learn why homeowners should maintain their HVAC, plumbing and electrical equipment every year. Learn how to present customers with this option and build your in-home selling skills.
<p>The Art of Asking Questions</p>  <p>BUSINESS 104 WEBINAR</p>	Business Skills for the Trades	Webinar	Business104	Learn why asking questions and listening are the keys to being a successful home service technician.
<p>Basic Personal Finance Planning</p>  <p>BUSINESS 105 WEBINAR</p>	Business Skills for the Trades	Webinar	Business105	Career choices build the future for you and your family. This course gives you a path to plan for success and your future retirement.

BUSINESS SKILLS COURSES	INDUSTRY	TYPE	CODE	DESCRIPTION
<p>Home Service Q &A</p>  <p>BUSINESS 106 WEBINAR</p>	<p>Business Skills for the Trades</p>	<p>Webinar</p>	<p>Business106</p>	<p>What questions do you have before you begin your new career in the home service industry?</p>