



Premise Technician: Primary Quality Training Requirements

Date Training Began: _____

Name of Trainee: _____

Date Training Ended: _____

System/Location: _____

COAX CONNECTORS: Trainee has successfully demonstrated the ability to install COAX connectors according to the Best Practice Manual methods.

Minimum Observations: 20

Example:		Date	Initial	Date	Initial	Date	Initial
1/5/10	(2)						
	DBS						
↑	↑						
Date + how	Trainers						
many circled	Initials						
(if more than one)							

CAT 5 CABLE: Trainee has successfully demonstrated the ability to build a CAT 5 cable according to the Best Practice Manual and the proficient use of a CAT 5 tester to verify continuity.

Minimum Observations: 20

Date	Initial	Date	Initial	Date	Initial

Power ONT: Trainee has successfully demonstrated the ability to Power up an ONT including the proper placement of equipment and completion time of under 1 hour.

Minimum Observations: 20

Date	Initial	Date	Initial	Date	Initial

Wall Fish Techniques:

Trainee has successfully demonstrated the ability to perform proper wall fish techniques according to the Best Practice Manual. At least one (1) each of phone, data, cable.

Minimum Observations: 10

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Alarm Systems:

Trainee has successfully demonstrated the ability to connect a monitored security system following the "Monitored Security System Guidelines."

Minimum Observations: 4

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Set Top Boxes and DVRs:

Trainee has successfully demonstrated the ability to set up a Set Top Box and DVR including programming remotes and customer education.

Minimum Observations: 10

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

HPNA / SWRDS:

Trainee has successfully demonstrated the ability to mount and install an HPNA or SWRD (Depending on System/Operation specs). Including the proper wiring and mounting.

Minimum Observations: 10

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Personal Computers:

Trainee has successfully demonstrated activation of a personal computer and obtained IP address.

Minimum Observations: 5

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Grounding:

Trainee has successfully demonstrated the understanding of proper grounding according to the Best Practice Manual. Including the grounding of ONT's, HPNA's or SWRDS.

Minimum Observations: 20

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Routing COAX and CAT5:

Trainee has successfully demonstrated the understanding of the proper routing of post wires (COAX / CAT5). Including proper spacing of clips, tie wraps, minimizing lines, prohibition of drilling through floors without prior approval, and other standards as prescribed in the Best Practice Manual. Trainee has shown proficiency in wrapping the minimum amount of residences.

Minimum Observations: 10

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Premise Care and Post Installation:

Trainee has demonstrated the understanding of care of inside/outside customer property and post installation wrap up and clean up. Trainee properly handles furniture and uses Tool Pad to prevent scratching floor/furniture. Trainee cleans up inside area with portable dust vac (as needed) ensuring that all saw dust and debris is gone, and picks up all material debris (clipped wires, cable, plastic, etc.) from inside and outside. Trainee removes boots before walking on customer's carpet or uses shoe covers, and cleans up any dirt and debris tracked inside. Trainee demonstrates a thorough walk around of outside work area removing all installation debris (clipped wires, cable, plastic, boxes, tools, etc.) and does not leave anything behind.

Minimum Observations: 15

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Customer Interaction:

Trainee has demonstrated the proper interpersonal skills in his/her approach to the customer as outlined in the Best Practice Manual. Including in this observation point is the initial contact, establishing a baseline for the work to be performed, troubleshooting by appropriate questions, and customer education on all equipment installed including remote controls. Includes assurances that all equipment is confirmed as running properly BEFORE and AFTER installation. Includes proper signoff documents by customer, as spec in system/operation.

Minimum Observations: (as determined satisfactory by Trainer)

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

SAFE OPERATION OF PREMISE TRUCK

Trainee has demonstrated his knowledge on how to properly drive a light or medium-duty truck. This includes safe driving speeds, care in turning radius, backing up safely, general parking, safe and proper positioning of truck in residential areas and road sides, proper cone placement and proper flagging of traffic. Also includes proper use of ladder locks and bin locks.

Minimum Observations: 10

<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>	<i>Date</i>	<i>Initial</i>

Certified Statement from Trainer(s)

I/We certify that I/we have observed the above named technician demonstrate proficient skills in ALL the above installation techniques and required observations. By my/our signature we confirm that all notations in this PQTR are true and accurate.

Print Name of Trainer:

Signature / Date:

Print Name of Trainer:

Signature / Date:

Print Name of Trainer:

Signature / Date:

Confirmation from Project Manager

I have reviewed all the above Primary Quality Training Requirement results with (name) _____ and discussed his/her understanding of each skill set above. Furthermore, I have conducted a post training session with him/her reviewing all sections of the On Trac, Inc. Best Practice Manual in preparation for testing and Premise Technician Certification. In addition, we have discussed in detail the following On Trac, Inc. information (policies and guidelines):

- _____ Vehicle/Driving Expectations (also issued OTI **Driver's Handout** and **Vehicle Issue Agreement** and reviewed together)
- _____ Personal Appearance standards and daily expectations on grooming and hygiene
- _____ Care and management of tools and equipment (also issued OTI **Required Premise Tools** list)
- _____ Worksite safety standards and heat/temperature management
- _____ Expectations on dispatch communications and check-in
- _____ Technician damages and chargebacks
- _____ Potential travel opportunities for/with On Trac, Inc. projects
- _____ Billing accuracy and integrity
- _____ Quality representation of our core customer and every job a VIP

By my signature below, I confirm that (name) _____ has met all Primary Quality Training Requirements as established by On Trac, Inc. for the task of Premise Installation Technician and is qualified to undergo Certification.

Print Project Manager Name

Signature / Date: