SPP 901A: Landscape Initial Training

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Section: Training
Subject: Landscape Initial Training
Approved by: Tony Massey
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Policy Owner: Sr. Director of Learning & Development

Policy

Landscape Initial Training consists of a six-day program. Each day consists of several facets including online reading assignments, online assessments, and field activities.

Online reading material is provided via Massey University courses as outlined in the daily training schedule. All reading assignments must be completed in the Service Center. At no time will a Team Member complete training at home. Field activities are listed in the Landscape Initial Training Verification Checklist and completed under the direct supervision of the Service Manager or designated trainer.

The first two weeks that a new Team Member spends with Massey Services are critical to the success of the Team Member. The first two weeks will determine if:

- The Team Member feels they have made a good career decision for themselves and their families.
- The Team Member feels like they are part of a team.
- The Team Member will be prepared to perform quality work according to company standards when they work unsupervised in the field for the first time.

It is the responsibility of a manager to oversee the initial training of a new Team Member. GreenUP Initial Training will last ten days. A new lawn specialist is required to pass his or her assigned training chapters and complete the listed activities in this initial ten-day period. A lawn specialist can not work

unsupervised in the field until all chapters are passed and all activities are completed. The manager will use this Trainer's Guide to assure that each new specialist completes his or her assignments in the initial ten-day period. After completion, retain the Verification of Training in the Team Member's personnel training file.

Program Overview

Each day during initial training, the Team Member will complete the various activities. These include:

- Online courses
  - Each day has specific required courses. A Team Member must complete the required courses before they can move on the next course.
- Field Activities
  - Each new Team Member must complete all the activities on the Activity List. Activities can be completed in any order but must be completed in the ten-day training period. Activities can be completed at their assigned service center or at a neighboring service center.
- Best Management Practices certification
  - All applicators of fertilizer must have their BMP Training Certification in order to be able to apply for a DACS Limited Fertilizer Applicator ID Card. For detailed information on how to complete this program, click here.

Landscape Initial Training Schedule

The first day of training is critical and must be personally conducted by a manager. Print out the Landscape Initial Training Verification Form, available here. As the Team Member completes activities, the manager and Team Member will initial the form. Upon completion of the program, the manager will sign off on the bottom of the form and upload to the Team Member's verification assignment.

Day 1

- Greet the new Team Member when they arrive. Never allow a new Team Member to wait by his or herself until you are available. Arrange your schedule to spend the day with the new Team

Member.

- Show them where they will be sitting in the office. This space should be prepared by being neat and clean prior to their arrival.
- Introduce the new Team Member to the other Team Members.
- Tour the Service Center. Explain the various areas of the office. Show them where to park their vehicle.
- Complete the employment package.
- If not done already, complete the online Massey University Account Request.
- Explain the dress code and issue the minimal “loan” set of uniforms to include both shirts and pants.
- Introduce the new Team Member to his or her immediate supervisor. Issue the new Team Member the phone numbers of Managers, C.O. and/or all supervisors in the Service Center.
- Take State and Company I.D. card pictures in uniform, complete application and forward with employment packet to corporate. Place copies in personnel file and in card renewal file. Give a copy of I.D. application to the Team Member to keep until card comes in.
- Review vehicle accident procedure.
- Review gasoline purchase procedure.
- Order uniforms, pagers, gas card P.I.N. #, new boots.
- Assign the Team Member their mobile device.
- FL Team Members only-
    - Have the Team Member begin the FL Green Industries- BMP Videos course in Massey University.

- Have the Team Member complete the following Massey University course(s):
    - These are available via the Team Member’s My Training section in Massey University. Show and discuss examples of pesticide labels.
        - SAF 1001 Using Pesticides Safely
        - LWN 1036 Completing a Virtual Checklist
        - LWN 1034 Welcome to Landscape Initial Training
        - SAF 1001 Using Pesticides Safely

        - SAF 1002 General Safety
        - SAF 1003 Allergies and Bites
        - SAF 1004 Workplace Dangers
        - Safe Driver Improvement Course

Day 2

- Have the Team Member complete the following Massey University course(s):
    - Take the online assessment. Upon successful completion, upload proof of completion to the Team Member’s pending BMP assignment (FL Team Members only).
    - FL Green Industries- BMP Videos- If not already completed.
    - LWN 1016 5 Key Principles Overview
    - LWN 1017 Turfgrass
    - LWN 1018 Trees & Shrubs
    - LWN 1023 Service Order Of Operation
    - LWN 1024 Service Reporting
- Have the Team Member job shadow for the remaining time of the day.

Day 3

- Have the Team Member complete the following Massey University course(s):
    - LWN 1022 Landscape Equipment & Application Techniques
- Work with the Team Member to complete checklists in Massey University. These activities will require the trainer to watch the learner and ensure that they are following the steps as outlined in the checklist. These checklists can be completed at the same time as the Pacing Exercises activities.
    - LWN 1026 Landscape Initial Training Equipment Operation & Maintenance Checklist
    - LWN 1027 Landscape Initial Granular Broadcast Application Techniques Checklist
    - LWN 1028 Landscape Initial Liquid Broadcast Application Techniques Checklist
    - LWN 1029 Landscape Initial Liquid Spot Treatment Application Techniques Checklist

- Have the Team Member job shadow for the remaining time of the day.

Day 4

- Have the Team Member complete the following Massey University course(s):
  - LWN 1020 Fertilizers
  - LWN 1021 Soil Structure & pH
- Have the Team Member complete aerations.
- Work with the Team Member to complete checklists in Massey University. These activities will require the trainer to watch the learner and ensure that they are following the steps as outlined in the checklist. This checklist is to be completed in the field.
  - LWN 1030 Landscape Initial Training Soil pH Testing
  - LWN 1035 Aerations
- Have the Team Member job shadow until they return to the office.
- Work with the Team Member to complete checklists in Massey University. These activities will require the trainer to watch the learner and ensure that they are following the steps as outlined in the checklist. These checklists can be completed at the same time as the Pacing Exercises activities.
  - LWN 1031 Landscape Initial Call Ahead Checklist

Day 5

- Have the Team Member complete the following Massey University course(s):
  - LWN 1019 Landscape Pests: Weeds, Insects, & Diseases
- Work with the Team Member to complete checklist in Massey University. These activities will require the trainer to watch the learner and ensure that they are following the steps as outlined in the checklist.
  - LWN 1025 Landscape Initial Training Field Identification Checklist
- Have the Team Member job shadow for the remaining time of the day.

Day 6

- Have the Team Member complete the following Massey University course(s):
  - LWN 1019 Landscape Pests: Weeds, Insects, & Diseases
- Work with the Team Member to complete the checklist in Massey University. These activities will require the trainer to watch the learner and ensure that they are following the steps as outlined in the checklist.
  - LWN 1025 Landscape Initial Training Field Identification Checklist

Upon receipt of a complete Landscape Initial Training package, the Learning & Development Department will review and approve as appropriate. Once approved the Learning & Development Department will forward notification to Human Resources to update the Team Member's commission rates as outline by current compensation guidelines. A certificate will be generated and forwarded to the Team Member's General Manager.

Downloads

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