

Landscape Lighting Initial Training Guide

Duration: 5 Days/Segment

Landscape lighting training includes all the resources and content necessary for effective outdoor lighting design and installation.

Trainer's Guide: Instructions for the Manager

The **Landscape Lighting Initial Training Program** has two separate segments depending on your need: Sales & Service. Each segment is five days. Training is personally supervised by the manager or designated trainer and emphasizes safety, system operation, and hands-on field practice.

Manager Responsibilities

- **Daily Interaction:** Spend time with the new team member each day to confirm that learning objectives and required activities are being met.
- **Efficient Time Management:** Ensure the team member spends their time engaged in training activities.
- **Delegation:** If you are unavailable, assign the team member to someone who understands it is their responsibility to teach, coach, and meet that day's objectives. Remember to follow up with that team member to learn how that activity went and know your next steps.
- **Progress Monitoring:** Keep training on schedule and obtain daily feedback from the team member, addressing any concerns promptly.
- **Readiness for Fieldwork:** If, at the end of six weeks, the team member is not prepared to work unsupervised, extend the program until you are confident, they can perform their responsibilities and deliver excellent customer service.
- **Documentation:** Correctly completing and submitting initial training documents like licensing applications and field training checklists *on time*.
 - Ensure all completed forms are scanned and then submitted to the **Initial Training Paperwork Upload Portal** which can be found on **Armyant (the intranet)**, the MLO homepage, or at the top any state initial training page.
 - These items are noted with  in the Training Guide to help you know when to submit them.

Day One Requirements

- Sign the team member into Massey University.
- Print **CHK 2007 Landscape Lighting Initial Field Training Checklists**
 - On the checklist, indicate the track the team member will be training in: Sales or Service.
- Issue all assigned tools, PPE, and equipment.

- Begin field observation and classroom learning.

Training Components

- Classroom training in Massey University at the service center or on the iPad in the field.
- Field-based skill development under direct supervision.
- Observation and coaching using initial training checklists.
- Completion of required safety, customer relations, and technical modules.

⚠ Follow the Program! Do not rush a new team member through training. The first few weeks set the foundation for their long-term success and service quality.

Initial Field Training Checklists

All **Initial Field Training Checklists** are available for download in the **Printable Resources** section of this guide. Each checklist includes directions on the front page explaining its use.

- Once all sections are finished, **scan and upload** the checklist to the **Initial Training Paperwork Upload Portal**.
- Complete each checklist section as indicated in the Training Guide schedule.
- Provide **dates, times, and comments** where required. Comments should be detailed, specific, and legible.
- Verify that all required fields are complete before progressing.
- Write clearly! Incomplete or unreadable checklists may be considered invalid.

Training Guide: Schedule

This day-by-day guide details the required online training courses and training checklists. Use it to monitor progress and ensure timely completion of each item. Upload completed files as scheduled.

Sales Program

Day 1

- SAF 1011 Safe Driver Improvement Course Initial
- LIT 1002 Introduction to Landscape Lighting

Day 2

- LIT 1003 Foundations of Design
- CHK 2007 Landscape Lighting Initial Field Training Checklists
 - *Checklist Section to Complete:* Section 1 - Design

Day 3

- LIT 1005 Landscape Lighting Sales
- CHK 2007 Landscape Lighting Initial Field Training Checklists
 - *Checklist Section to Complete:* Section 3A - Sales

Day 4

- LIT 1006 Landscape Lighting Installation & Maintenance
 - LIT 1001 How to Track Demo Kits
 - CHK 2007 Landscape Lighting Initial Field Training Checklists 
 - *Checklist Section to Complete:* Section 2 - Installation & Maintenance
 - Upload the completed checklist!
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Service Program

Day 1

- SAF 1011 Safe Driver Improvement Course Initial
- LIT 1002 Introduction to Landscape Lighting

Day 2

- LIT 1003 Foundations of Design
- CHK 2007 Landscape Lighting Initial Field Training Checklists
 - *Checklist Section to Complete:* Section 1 - Design

Day 3

- LIT 1004 Landscape Lighting Wiring
- CHK 2007 Landscape Lighting Initial Field Training Checklists
 - *Checklist Section to Complete:* Section 3B - Wiring

Day 4

- LIT 1006 Landscape Lighting Installation & Maintenance
- LIT 1001 How to Track Demo Kits
- CHK 2007 Landscape Lighting Initial Field Training Checklists 
 - *Checklist Section to Complete:* Section 2 - Installation & Maintenance
 - Upload the completed checklist!