Residential Pest Prevention Initial Training Guide

Trainer's Guide: Instructions for the Manager

The **Residential Pest Prevention Initial Training Program** is a ten-day program designed to prepare new team members for independent fieldwork. As the manager or designated trainer, you are responsible for providing direct supervision, ensuring all safety procedures are followed, and verifying the completion and upload of all coursework, checklists, and certifications.

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 MILO 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 any required state documents for completion.
- Print **CHK 2008 Pest Prevention Initial Field Training Checklists.**
- 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 training under direct supervision.
- Use of the **initial field training checklists** to guide daily field activities.
- Uploading of all completed state and/or regulatory ad licensing documents into Massey Initial Training Paperwork Portal when indicated.

⚠ 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.

Lesson Schedule

- Follow the schedule provided.
- Lessons are designed to be completed over time.
    - **Do not allow more than the assigned lessons each day.**
- Completing too many lessons in one sitting reduces retention and is poor training.

⚠ Exception: There may be days during the training period that keeps the team member from going to the field to train. In these cases, they may complete more than a day's allotted lessons, but no more than two days' worth in one sitting.

Training Guide: Schedule

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

Day 1

1. LIC 3000 Licensing Application Authorization
2. LIC 3001 State Licensing Applications: Pest Residential 🔼
    - What do you submit for your team member?
        - FL = Florida Licensing Packet
        - GA = Georgia Employee Registration Exam Report.
            - **Note: For Georgia only! This is submitted in the final week!**
        - All Other States = Nothing
3. PPP 1001 Pest Initial
4. PPP 1002 Customers Relations
5. SAF 1001 Using Pesticides Safely
6. SAF 1002 General Safety
7. SAF 1003 Allergies & Bites
8. SAF 1004 Workplace Dangers
9. SAF 1012 Safe Driver Course
10. ✅ CHK 2008 Pest Prevention Initial Field Training Checklists
    - *Checklist Section to Complete*: Section 1 - Day 1

Day 2

11. PPP 1003 MOA and Classes
12. PPP 1004 Formulations
13. PPP 1005 Labels and SDS
14. ✅ CHK 2008 Pest Prevention Initial Field Training Checklists
    - *Checklist Section to Complete*: Section 2 - Label Comprehension & Application

Day 3

15. PPP 1008 Service Policy and Procedure
16. PPP 1009 Materials and Equipment
17. PPP 1011 The Basics
18. ✅ CHK 2008 Pest Prevention Initial Field Training Checklists
    - *Checklist Section to Complete*: Section 3 - Tools & Equipment

Day 4

19. PPP 1012 Basic Entomology
20. PPP 1013 Ant Behavior and Biology
21. PPP 1014 Ants
22. PPP 1026 Initial Treatments
23. ✅ CHK 2008 Pest Prevention Initial Field Training Checklists 🔼
    - *Checklist Section to Complete*: Section 4 - Daily Activities
    - *Checklist Section to Complete*: Section 5 - Initial Service
    - Upload the completed checklist!

Day 5

24. PPP 1027 Cockroaches
25. PPP 1028 German Cockroaches
26. PPP 1029 Expanded and Regular Services
27. PPP 1030 Bees and Wasps
28. PPP 1031 Spiders and Scorpions
29. NPMA Green Pro: Begin Coursework

Day 6

30. PPP 1032 Fleas and Ticks
31. PPP 1033 Mosquitoes
32. PPP 1034 Bed Bugs
33. PPP 1035 Stored Product Pests
34. PPP 1036 Growing your Route
35. NPMA Green Pro: Continue Coursework

Day 7

36. PPP 1037 Fabric Pest
37. PPP 1038 Occasional Invaders
38. PPP 1039 Rodents
39. PPP 1040 Flies
40. NPMA Green Pro: Continue Coursework/Take Exam
41. LIC 1008 NPMA GreenPro Certificate Upload 🔼

Day 8

- Field training

Day 9

- Field training

Day 10

- LIC 3101 State Training Record Verification: Pest Residential 🔼
    - What do you submit for your team member?
        - FL = FDACS 13665 Verification Record of Initial Employee Training Form
        - GA = Georgia SPCC Pre-Examination Training Form
        - TX = Texas 37084 Verifiable Training Record Checklist
        - All Other States = Nothing
- **Georgia team members only!**
    - LIC 3013 State Licensing Applications: Pest Residential 🔼
        - Georgia Employee Registration Exam Report
- Field training