Termite Initial Training Guide

Trainer's Guide: Instructions for the Manager

The **Termite Initial Training Program** is a fifteen-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.
- **Training File:** Create and maintain a training file for the new team member as outlined in **PP 1501 and PP 1904.** File completed initial training checklists and other required training records in this file as they are completed.
- **Documentation:** Ensure all initial training documentation is completed accurately and *on time*.
    - Complete field training checklists throughout the training program and retain the completed checklist in the team member's training file at the service center.
    - At the completion of initial training, complete and submit the **initial training affidavit** to verify that all training requirements have been completed.
    - 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 2009 Termite Initial Field Training Checklists**
- Print **TRM 1024 Sentricon® University Access Instructions**.
- If applicable, print **TRM 1025 Bora-Care Pretreat Verification Checklist Form.**
- 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.
- Completion and submission of required state, regulatory, licensing, and training documents when indicated.
- Completion and submission of the **initial training affidavit** at the end of the program.

⚠ 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.

- **Complete checklist items as the training activities occur. Do not wait until the end of training to complete the checklist.**
- 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 during an audit.
- Once the checklist is complete, place it in the **team member's training file at the service center**. **Do not upload the checklist to the Initial Training Paperwork Upload Portal.**

Initial Training Affidavit

At the end of the training program, review the team member's completed training requirements and field training checklist before completing the initial training affidavit.

By completing the affidavit, you are verifying that the required initial training has been completed and appropriately documented.

- Once completed, scan and submit the affidavit to the **Initial Training Paperwork Upload Portal**.

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

- LIC 3000 Licensing Application Authorization
- LIC 3006 State Licensing Applications: Termite 🔼
    - 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
- SAF 1012 Safe Driver Course
- TRM 1001 Rules & Regulations
- SAF 1001 Using Pesticides Safely
- SAF 1002 General Safety
- SAF 1003 Allergies & Bites

- SAF 1004 Workplace Dangers
- TRM 1002 Production Expectations
- ✅ CHK 2009 Termite Initial Field Training Checklists
    - Checklist Section to Complete: Section 1 - Day 1

Day 2

- TRM 1003 Termites
- TRM 1004 Other Wood Destroying Insects

Day 3

- TRM 1005 Slab & Foundation Construction
- TRM 1006 Wood Frame and Concrete Walls
- TRM 1007 Dirt Filled Porches, Bath Traps, Brick Veneer

Day 4

- TRM 1008 Conducive Conditions
- TRM 1009 WDO Inspections
- TRM 1024 Sentricon® University Certification Training
    - Create account and begin coursework

Day 5

- TRM 1010 Renewal Inspections
- TRM 1011 Inspection Graphs
- ✅ CHK 2009 Termite Initial Field Training Checklists
    - Checklist Section to Complete: Section 2 - Termite Inspection

Day 6

- TRM 1012 Termidor HE and Other Termiticides
- TRM 1013 Foam Termiticide
- TRM 1024 Sentricon® University Certification Training
    - Continue coursework

Day 7

- TRM 1014 Conventional Soil Treating Equipment
- TRM 1015 Conventional Treatments for Sub Termites
- TRM 1024 Sentricon U Certification Training
    - Continue coursework/Take exam

Day 8

- TRM 1016 Baiting Program
- TRM 1017 Total Coverage
- TRM 1024 Sentricon® University Certification Training
    - Continue coursework/Take exam
- ✅ CHK 2009 Termite Initial Field Training Checklists
    - Checklist Section to Complete: Section 3 - Bait

Day 9

- TRM 1018 Fumigation
- TRM 1019 Spot Treatments
- TRM 1024 Sentricon® University Certificate Upload 🔼
- ✅ CHK 2009 Termite Initial Field Training Checklists
    - Checklist Section to Complete: Section 4 - Conventional/Drywood Termite
    - Once complete, place in training file

Day 10

- TRM 1020 Pretreatments
- TRM 1021 Service Reports: Bait Installations
- TRM 1022 Service Reports: Bait Monitoring
- TRM 1023 Service Reports: Conventional Treatments
- **Only in Applicable Service Centers**
    - TRM 1026 Bora Care Pretreatment Training
    - TRM 1025 Bora-Care Pretreatments & Verification Form Upload 🔼
- LIC 3106 State Training Record Verification: Termite 🔼
    - 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

Day 11

- Field training

Day 12

- Field training

Day 13

- Field training

Day 14

- Field training

Day 15

- CHK 3009 Termite Initial Field Training Checklists Completion Confirmation 🔼
    - Upload the completed affidavit & place in training file!
- **Georgia team members only!**
    - LIC 3009 State Licensing Applications: Termite 🔼
        - Georgia Employee Registration Exam Report
- Field training