

Course Name	Level	Course Length	Course Type	Recommended Prerequisites	Student Learning Outcomes (Upon completion of this course, students will be able to:)
Skills Courses					
101 - Customer Service Skills	100	2 Hours	Seminar	None	1) Demonstrate proper etiquette, follow-up, greetings, etc. with customers. 2) List several ways of overcoming objections or complaints. 3) Diffuse upset customers.
102 - Troubleshooting Remotely	100	2 Hours	Seminar	None	1) How to troubleshoot products via: phone, email, video. 2) Be comfortable with asking "the right" questions to get the information necessary to solve the problem. 4) Demonstrate the skill of overcoming the challenges of not seeing the problem first hand.
Science Courses					
107 - Hydraulics I	100	2 Hours	Seminar	None	1) Define the needed information required to properly size pool equipment for new and existing applications. 2) Explain TDH, Velocity, and Flowrate requirements in regards to current Standards. 3) Select the best options for plumbing size, fitting types, and equipment.
108 - Electricity	100	2 Hours	Seminar/Video	None	1) Explain basic electrical theory and the various elements involved in an electrical circuit. 2) Explain the relationship between insulators and conductors. 3) Calculate voltage drop and apply Ohms/Watt's laws. 4) Explain the difference between AC and DC. 5) Speak to the importance of bonding and grounding.
109 - Motors	100	1 Hour	Seminar/Video	Electricity	1) Explain how motors work and the function of each motor component. 2) List and explain the various types of motors used in the industry and their efficiencies. 3) Identify which motor is used on a particular pump. 4) Apply basic troubleshooting steps for motors.

Product Courses					
112 - Suction Cleaners	100	1 Hour	Seminar/Video	None	1) List and explain the various types of Automatic Pool Cleaners. 2) Explain the features and benefits, Pros/Cons of Suction Cleaners 3) Demonstrate proper installation and troubleshooting of Hayward Suction Cleaners.
113 - Pressure Cleaners	100	1 Hour	Seminar/Video	None	1) List and explain the various types of Automatic Pool Cleaners. 2) Explain the features and benefits, Pros/Cons of Pressure Cleaners 3) Demonstrate proper installation and troubleshooting of Hayward Pressure Cleaners.
114 - Automation Accessories	100	1 Hour	Seminar/Video	Automation	1) List & explain the various accessory options including remotes, actuators, chemistry management, network module & internet control. 2) Demonstrate proper selection, installation, and troubleshooting of all Automation Accessories.
115- Elite Automation I	100	1 Hour	Seminar/Video	Automation	1) List and explain the various parts and terms used in the product line. 2) Explain the various web/app interfaces as well as an overview of the MSP (display). 3) Provide key information necessary to building the right automation solution. 4) Understand the various accessories offered. 5) Comfortable with how to configure both wired and wireless internet options.
116- Elite Automation (Programming & Config)	100	1 Hour	Seminar/Video	Elite Automation I	1) List and explain the terminology used throughout the presentation. 2) Provide component level overview important when programming 3) Describe basic level operation including an understanding of the idle screen and dashboard. 4) Familiarity with the full programming of the configuration wizard and where program features can be found.
203 - Pumps	200	2 Hours	Seminar/Video	Basic Hydraulics	1) Able to identify each Hayward Pump Model 2) Explain which type each pump is (high head, medium head, etc. 3) Describe the main features and benefits of each pump.

204 - UHS Heater I	200	2 Hours	Seminar/Video	Natural Gas & Propane	1) Properly size and explain requirements for UHS installation on new or existing applications. 2) List the features and benefits of UHS. 3) Demonstrate basic UHS troubleshooting in regards to common issues.
205 - Robotic Cleaners	200	2 Hours	Seminar/Video	Electricity	1) List and explain the various types of Automatic Pool Cleaners. 2) Explain the features and benefits, Pros/Cons of Robotic Cleaners 3) Demonstrate proper installation and troubleshooting of Hayward Robotic Cleaners.
206 - Salt Chlorination I	200	1 Hour	Seminar/Video	Pool Chemistry	1) Explain Salt Chlorination technology 2) Explain how to reverse polarity and proper cell maintenance 3) Describe Hayward Salt Chlorination products. 4) Properly size and select the correct product for new and existing applications.
207 - Automation I	200	2 Hours	Seminar	Electricity	1) Explain the benefits of an automation system 2) Describe Hayward Control options/offerings 3) Properly select the correct product for new and existing applications.
208 - Sense & Dispense	200	1 Hour	Seminar or Web	Pool Chemistry	1) Explain Salt Chlorination and its relationship to pH rise 2) List the benefits of S&D in managing chemistry, including chlorination based on demand rather than timed percentage. 3) Point out and explain all components of S&D. 4) Demonstrate proper installation and maintenance of S&D.
209 - Heat Pumps I	200	2 Hours	Seminar/Video	Electricity	1) Describe the basic principles of heat pump operation. 2) Explain proper installation guidelines and operation. 3) Demonstrate basic troubleshooting and error code explanation & remedies.
301 - Variable Speed Pumps I	300	1 Hour	Seminar/Video	Basic Hydraulics	1) Explain the Affinity Law and give examples of it's use in our industry. 2) Determine operating times & speeds for optimal efficiency. 3) Describe the various Hayward Pump models and different features available.

302 - Salt Chlorination II	300	1 Hour	Hands-on	Electricity/ Salt Chlorination I	1) Demonstrate proper installation & troubleshooting of Hayward Chlorination products. 2) Point out and describe the function of each component.
303 - Automation II	300	2 Hours	Hands-on	Electricity/ Automation I	1) Demonstrate proper installation & troubleshooting of Hayward Control products. 2) Point out and describe the function of each component.
401 - Variable Speed Pumps II	400	2 Hours	Hands-on	Basic Hydraulics & Variable Speed Pumps I	1) Physically fully program each model VSP. 2) Properly connect and configure each Hayward VSP to Hayward Controllers. 3) Connect Hayward VSPs to 3rd Party controllers.
402 - UHS Heaters II	400	4 Hours	Hands-on	UHS Heaters 1 & Electricity	1) Point out and describe the function of each UHS component. 2) Successfully troubleshoot UHS in regards to gas, water, electrical or basic venting issues. 3) Demonstrate proper component part replacement and verification for UHS.