



# Service Technician – General Residential

On-Line Electrical – 16 hours

**COST: \$189.00**

*Successful completion of this course results in an ABC certificate and is accepted as Continuing Education towards renewal of a California electrical license.*

**TO REGISTER:** Call or email Continuing Education at (858) 513-4700 or [continuinged@abcsd.org](mailto:continuinged@abcsd.org).

**Payment:** Your tuition will be covered in full if you qualify with Training Funds; otherwise, a credit card will be required for the full tuition.

## **COURSE DESCRIPTION:**

This self-paced course is an introduction to residential troubleshooting, based on what a service technician needs to know and do, as a representative of their company, while utilizing good work practices.

## **Course Topics Include:**

- The business elements of doing service work
- How to listen and interact professionally with your customer
- You as a Representative of Your Company
- Stocking your Service Vehicle
- Working Clean and Efficient
- Technologies and Diagnostic Equipment
- General and Electrical Safety
- Ohm's Law
- Engineering Prefixes
- Electrical Circuits
- Electrical Circuit Conditions
- Series and Parallel Circuits
- Multi-wire Circuits (3-Wire)
- Meter safety and Meter applications
- Circuit Breakers and Fuses
- Ground-Fault Circuit Interrupters (GFCIs)
- Arc-Fault Circuit Interrupters (AFCIs)
- 3-Way Switches
- Electrical Connections
- Systematic troubleshooting using the 5-step troubleshooting approach, which is an effective and reliable method for troubleshooting electrical problems
- Service call "work order" simulations

## **IMPORTANT TO NOTE:**

- Students must pass the final exam to earn credit for this course.
- All course hours must be completed within 90 days of purchase to receive credit.
- A 2014 NEC book is required for this course (and not provided or included in the tuition).
- Review the System Requirements below BEFORE you enroll in this class, to make sure your computer is compatible.

**Journeyman Prerequisites:** Suggested completion of the Get Wired! 101 course or equivalent experience.

## **MINIMUM SYSTEMS REQUIREMENTS:**

- Supported Operating Systems: Desktop or Laptop Running Windows XP and later or running Mac OS X and later
- Latest version of Adobe Flash Player installed. Download latest version at: <https://get.adobe.com/flashplayer/>
- DSL connection or higher
- REQUIRED BROWSER SUPPORT: Internet Explorer 9 and later, Google Chrome 17.0 and later or Safari 5.1 and later
- MOBILE DEVICE SUPPORT: Tablets with IOS 7 or later and Android 4.2.2 or later.
- **Self-paced courses are not officially supported on smartphones of any kind.**

## **CANCELLATION POLICY:**

No refunds or transfers

## **TUITION COVERED & Class not completed:**

Full tuition will be deducted from any remaining Training Funds.

**QUESTIONS?** Please call (858) 513-4700 and ask for Continuing Education (x206).