



# TRAINING news

UA Education and Training Department

OCTOBER 2019 | ISSUE 31

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## Message from James Pavesic Director of Education and Training



In late September, we had our ITF trustee meeting, and the board approved the ITF to hold and fund the “2020 ITP Instructor Reboot.” This “Reboot” will allow us to bring technology into the classroom with consistent interactive curriculum engagement. It is clear that nowadays students expect to learn by utilizing technology. It is everywhere, and we have to stay ahead of this curve. If our instructors don’t experience learning through the use of technology in the classroom in Ann Arbor, then where will they have the opportunity?

In 2020, every “UA ITP Instructor” will attend a 24-hour “Reboot,” involving

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redoing their syllabi and lesson plans. They will be offered resources to illustrate the long-term benefits of using technology for recruiting and teaching. Our goal is to provide technology-driven training in every classroom and on every jobsite. This campaign will enable our workforce, as well as our signatory contractors, to have an edge when competing for jobs.

The meeting will take place from Tuesday, March 3rd, through Thursday, March 5th, 2020, at the Dallas Marriott Downtown hotel in Dallas, TX. Invitations and additional infor-

## MISSION STATEMENT

*The mission of the UA Education and Training Department is to equip United Association locals with educational resources for developing the skills of their apprentices and journeypersons. By thus facilitating the training needs of the membership, we maximize their employability and prepare them for changes in the industry. We are committed to making training opportunities available across North America, allowing members to acquire new skills and remain competitive in the industry regardless of geography. In this way, we are determined to meet the needs of the piping industry and enhance employment opportunities for our members, while remaining fiscally responsible to the beneficiaries of the fund.*



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mation will be sent out to the business managers, training coordinators, and instructors very soon, so be on the lookout for this material.

I want to thank everyone in the Education and Training Department for all of the hard work they put forth regarding the Instructor Training Program (ITP) and the International Apprentice Contest (INAC), which proved to be an overwhelming success. I know how much work these two programs require, and without the dedication and due diligence of the team, it just wouldn't happen. We sent out over 3,000 surveys to the participants of the ITP program, and they came back with overwhelmingly positive reviews on the quality and caliber of the instructors and the materials. Those reviews say it all and are just another reflection of everyone's dedication and commitment to providing the very best training for our members. You should all be proud.

In all, we had a record number of attendees, with a total of 2,013 registered! Within that realm, there were 421 first-time participants. We offered 123 courses with 11 new offerings this year. To help facilitate the program, we had 257 ITP faculty members, along with 170 industry representatives. We had 36 vendors participate in the industry expo that was featured on registration day and proved to be very beneficial.

I'd like to congratulate our winners of the International Apprentice Contest: HVACR winner Josiah Q. Tiegs, District 4, Local Union 539, Minneapolis, MN; Pipefitter winner Justin D. Lindberg, District 4, Local Union 601, Milwaukee, WI; Plumber winner Carter M. Hagen, District 4, Local Union 25, Rock Island, IL; Sprinkler Fitter winner Dennis J. Komassa, District 4, Local Union 183, Milwaukee, WI; and Welder winner Colton Houston, District 2, Local Union 10, Richmond, VA. I'd also like to congratulate Carter M. Hagen for receiving the Allyn Parmenter and George Bliss UA Directors of Training Award. Every contestant who makes it to the INAC is a winner. It is no easy task, and everyone enjoys watching their skills and determination during the contest. I want to thank the INAC Committee and Chairman Patrick "Fuzz" Faley for the hard work they put forth all year long to make this contest a success year after year.

The Block Party, 5K Race, and Pub Crawl on Monday evening, August 12th, was a huge success, and total donations—from several sources—enabled us to donate \$110,000 to the Semper Fi Fund. This organization does such amazing things, and to date, the UA has donated \$530,000. This donation makes a significant impact on the men and women who have bravely

served our country as well as supporting their families. I know this Fund holds a special place in all of our hearts.

In closing, I'd like to wish you and your families a wonderful holiday season and a healthy, happy, and peaceful New Year. ■

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## AWS CWI Nine-Year Recertification

by Phil Martin, Administrator of UA Certification Programs

The UA's training program for the AWS CWI certification has been a great success and a benefit for many of our members. As of 2019, we have over 2,300 UA members who hold the CWI certification. A significant number of CWIs are getting to the point of having to undergo their nine-year recertification. With this in mind, it would be a good time to review how the AWS QC-1 recertification process works.

The nine-year CWI recertification process can be met by a CWI in three different ways. The first option is to take and pass the AWS CWI Part B (practical hands-on) exam. If you decide to recertify by taking the Part B hands-on test, it must be taken no earlier than six months prior to your CWI expiration date, because if you fail the hands-on exam, you do not have a lot of time to attempt a retake before you lose your CWI certification. If that happens, you have to take all three parts of the CWI exam over.

Most CWIs dread the thought of taking the Part B exam over again, so now we have two other options. The second option (and the option most used by our members) is to attend 80 hours of continuing educational courses, known as PDHs (Professional Development Hours). Any of the UA training courses related to welding, inspection, or nondestructive testing may be used as PDHs. A minimum of 80 PDHs must be earned (training received or instruction delivered) during the nine-year certification period and 20 of those 80 PDHs must be earned in the final three-year period. Credit for a particular course may only be granted once in a nine-year period. (Example: A single 40-hour course taught any number of times can only be used to fulfill 40 hours of the 80 hours required for recertification). The American Welding Society's Certification Department recognizes PDHs taken with the UA for CWI nine-year recertification. The AWS Certification Department will accept UA transcripts in lieu of a certificate of completion.

You will find a complete listing of AWS-approved courses on the following UANet website:

[https://uanet.org/pdf/cert/AWS\\_CWI/UA\\_Training\\_Courses\\_Acceptable\\_for\\_CWI\\_Recertification.pdf](https://uanet.org/pdf/cert/AWS_CWI/UA_Training_Courses_Acceptable_for_CWI_Recertification.pdf)

Instructors who want to substitute teaching hours for the required PDHs must submit documentation of the hours of training performed. Such documentation must include a complete syllabus of subjects taught, a copy of the certificates of attendance or completion issued, the number of students attending, the dates of the training provided, and documentation that the training was a formal offering and not personal coaching, tutoring, or individual instruction delivered to meet job requirements.

The third option is recertification by passing a two-hour endorsement exam. You can apply for this option up to six months prior to your expiration date. Passing one of these endorsement exams meets the requirements for recertification. An important note to remember is that endorsements cannot be taken to the Codebook to which your initial CWI certification was attained. Typical endorsements are as follows: AWS D1.1 Structural Steel; API 1104 Pipeline; Structural Drawing Reading; ASME Section IX, B31.1, B31.3; ASME Section VIII, Div. 1 and Section IX; and AWS Certified Radiographic Interpreter.

**The nine-year recertification requirement happens much faster than you think, so it's best to plan ahead. ■**

## Growing the UA Brand

by Rich Benkowski, UA Training Specialist

Every year, the UA Instructor Training Program grows with the number of attendees and new courses offered to meet the needs of UA signatory contractors and customers. This year was no different as the number of participants and attendees exceeded all previous programs. In August of 2019, the event grew in a direction meant to facilitate market share capture and expand the UA brand of industry leadership. Director of Education and Training James Pavesic signed a Memorandum of Understanding (MOU) with three industry partners that will create best opportunities for increasing manhours in the service sectors. A MOU clearly outlines specific points of an understanding. It names the parties, describes the proj-

ect on which they are agreeing, defines its scope, and details each party's roles and responsibilities.



HVAC Excellence works to improve competency in the HVACR industry through validation of the technical education process at various stages of a technician's career. To accomplish their goals, they offer portable and stackable credentials (for students, technicians, and educators), professional development,

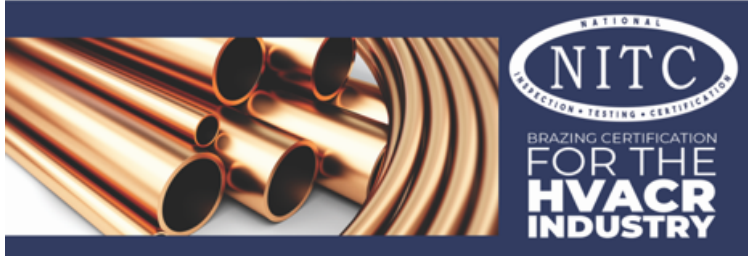
and programmatic accreditation. Through this articulation agreement, students applying to the United Association apprenticeship program may be granted up to one year of training credit and start their training in the second year of the apprenticeship program.

Such standards are designed to ensure that our future workforce receives the quality of training required to provide the skills necessary for success in the HVACR industry. A list of accredited HVAC Excellence schools can be found here: <https://www.escogroup.org/accreditation/accredited-programs.aspx>.

As an aging army of HVACR service technicians near retirement, this MOU can accelerate the replacement of skilled craftsmen and women into the service trucks of our signatory partners. UA National Recruitment and Outreach Coordinator Laura Ceja believes this will support her efforts. According to Laura, "This articulation agreement allows UA training directors to identify potential apprentice candidates for recruitment who have received equivalent credentials and skillsets for placement in our apprenticeship programs. Students who are graduating from HVAC Excellence accredited programs are more likely to complete their apprenticeship and have already learned the skills they need to be successful service technicians. By actively partnering, we are creating a pathway for students who are graduating from accredited technical programs to become UA members. This will help build our membership and bring qualified workers into our ranks. This acceptance of credentials does not negate the graduate's need to comply with any of our existing requirements. Apprentice applications will be reviewed on a case-by-case basis by each training center and must meet established program requirements and any additional testing."

The MOU with NITC for a National Brazing Certification is unlike any other agreement in the piping industry. Do not confuse this initiative with a UA brazing certification or a

medical gas credential. This is NOT a UA certification, will not be managed by Phil Martin, and Carrie King will not be recording the names of UA members who are successful in earning this qualification. The need for this certificate to stand-alone is market driven and will ultimately block unorganized contractors and organized contractors from reaching beyond their rightful jurisdiction.



The NITC ASME IX R78 Braze Certification will qualify individuals for brazing on 1/8" through 1 1/8" ACR Tubing. NITC's HVACR Braze is qualified for compliance with the ASME Boiler and Pressure Code, Section IX, and the ASME B315 Standard for Refrigeration and Components.

Anyone familiar with the variable volume, variable flow refrigerant systems will understand the need for a National Brazing Certification. This is an applied product which requires hundreds and sometimes thousands of feet of pipe connected to multiple evaporators throughout the building. To that end, manufacturers of these systems will be including this requirement into their product specifications to enhance the integrity of the installed system.

Another challenge on the HVACR horizon will be the adoption of flammable refrigerants into residential and commercial systems. Classified in the industry as "A2L," this group includes chemicals such as propane. Generally speaking, flammability of a refrigerant is its ability to burn or ignite, causing fire or combustion. The degree of difficulty required to cause the combustion of a substance is quantified through fire testing and dependent on a number of parameters. In practice, implementation of the new NITC certification elevates the integrity of all piped systems and promotes public health and safety.

For more information, contact DJ Berger, (888) 234-6834 at NITC to begin certifying your local members and signatory contractors to a higher standard!



The Refrigerating Engineers & Technicians Association (RETA), founded in 1910, is an international society of individuals and companies involved in the design, operation, and service of industrial refrigeration systems. Its purpose is to provide education and training, as well as networking benefits, to both experienced operators

and those who have recently entered this rapidly expanding field.

RETA certification requires meeting eligibility criteria and demonstrating knowledge of industrial refrigeration concepts, principles, and practices. RETA certification exams and other requirements assess competencies in the realm of industrial refrigeration operation. RETA training materials provide the fundamental knowledge needed to understand these concepts and operating principles.

In early August, Jim Barron, RETA Executive Director, traveled to Annapolis, MD, to discuss a new credential for industrial service technicians who work primarily on ammonia or CO2 equipment. The Certified Refrigeration Service Technician (CRST) was added on August 2018 and is designed for technicians and support personnel who troubleshoot and maintain industrial refrigeration plants and facilities. The credential addresses topics from advanced levels of plant safety and operations through the basics of ammonia refrigeration compliance and Project Safety Management (PSM) requirements.

The MOU with RETA expands the opportunities in the industrial refrigeration market sector and positions signatory contractors for work on commercial equipment designed for supermarkets. When Keilly Witman of the Environmental Protection Agency's (EPA's) partnership, GreenChill, spoke at the Food Marketing Institute Expo last spring, she said so-called natural refrigerants, such as ammonia and transcritical CO2, would dominate the conversation and begin to appear in supermarkets in North America after already establishing a beachhead in Europe and Asia. As manufacturers ship units into domestic supermarkets, UA service technicians will become a reliable workforce for the retail food industry.

All three of these initiatives will help UA signatory contractors and UA craftsmen and women secure a future in the service industry that will bring growth for generations. ■

## What Kind of Impact Do Technology Resources Have on Local Unions

**An Interview with Evelio Martinez, Training Director, Local Union 421**

by Laura Ceja, UA Training Specialist

"The journey of a thousand miles begins with a single step," Lao Tzu. This Chinese Proverb best illustrates the only way to start the arduous trek of a brand-new training director.

We develop and share many resources at the International Training Fund's Education and Training Department to help support this journey. To illustrate the use of these resources, I wanted to interview one of our recent attendees to our New Training Director Seminar to see how these tools were being put to use in real-world applications. I interviewed Evelio Martinez, Training Director from UA Plumbers and Pipefitters Local 421 in North and South Carolina, to find out what kind of impact these resources had on local training centers, the director, and their membership.

**Congratulations on your recent appointment to training director for UA Local 421.**

**Thank you.**

**How does it feel?**

*I never thought that I would have been considered for this important position. It's a great feeling to have your local's leadership entrust you with the training of our current members and future generations. I get great satisfaction and a sense of pride when my brothers and sisters thank me for the work I have done in the last year.*

**Any words of wisdom for other new training directors?**

*I would share with new coordinators that the first year could be overwhelming. I had a lot going on with learning the position. I received training on the Employment Retirement Income Security Act (ERISA) and Department of Labor (DOL) laws. I had to manage employees: apprentices, members, contractors, instructors, local officers, organizers, lawyers, trustees, community college partners, vendors, and International Training Fund (ITF) grants. I did all this while traveling to many conferences and training events. If you decide to take this position,*

*you need to really consider it a long-term commitment, because it will take a few years for you to fully learn the job and you will put in a lot of hours.*

*You will need to listen to and understand other's points of view, not just your own, and make decisions based on how they will impact individuals and whether or not they are good for the whole membership.*

**Evelio, that is a lot of work to juggle on your own. What training resources, provided by the UA Education and Training Department, have you used?**

*I have been urging all of our part-time instructors to utilize new technology resources like the UA Online Learning Resources (UAOLR.ORG) and the Blackboard™ Learning Management System. We have purged many of our older books and have made substantial purchases of newer textbooks to incorporate into our new technology learning program. We continue to send instructors to the Instructor Training Program (ITP) week yearly. We also encourage them to become Certified UA Instructor graduates, as well as to take trade-specific courses for welding, rigging, signaling, etc.*

**How did it work out for you?**

*We are beginning to see lots more engagement, and we currently have over 30 new members with UA Certified Industrial Rigging Certification recognized by Electric Power Research Institute (EPRI) on many of our projects in the Carolinas. I plan on continuing to raise those numbers. This has worked out well for us. Quite a few of our members are now supervising the rigging for our projects due to this certification instead of the work going to another craft.*

**What will be your focus for the future of your training center?**

*My focus for the future will be to incorporate much more technology learning. We will grow our HVACR program, which I believe will benefit our growth as a local. This will increase our manhours and market share. We will also continue to use the UA certification program in welding and rigging to increase the number of certified members, so they can work anywhere in the country during slow times and provide our contractors a highly skilled workforce in our jurisdiction.*

**What kind of recruitment methods do you use?**

*I became aware of recruiting alternatives/methods during the San Diego Pipe Trades Training and Technology Conference where I met you. I left there with useful information on recruiting. Since then, I have used these free resources to create recruiting videos for our local training center specifically designed to entice the younger generation as well as women and minorities into our local.*

*I have used these videos on social media, our local's website, emailing, recruiting events, the state apprenticeship website, and with high school career and technical education counselors.*

**How often would you say you use online, face to face, email, recruitment, or marketing tools?**

*I would say direct emailing is our most used tool and the one we get the most responses from, so we use it year-round. We have an email we send out with all of our information and every recruitment video link that was created by the UA specifically for our local training program. Our videos, which we share with our state apprenticeship year-round, also work well. The state apprenticeship website has a lot of visitors, and because of this, they are able to share our videos regularly on their social media sites.*

**UA free custom videos are working well for us!**

**What has worked best in your geographic area for recruitment?**

*Visiting vocational technology colleges, speaking at American Welding Society chapter meetings, contacting high school career and technical education counselors, and asking our state apprenticeship partner to share our info with their networks. I would highly recommend if you have a state registered apprenticeship office to contact them and ask them to share your training center's information with high school career and technical education counselors and community colleges. They have a vast network of contacts to share your info.*

**Do you find it's a challenge to find qualified candidates?**

*Just like every other part of the country, we are competing with everyone for the top candidates in the construction trades. We really try to recruit the best for our apprenticeship. At the end of the day, we just need to train the people we recruit and make them all the best.*

**Is there something new you've tried recently that's given some good results?**

*We use the best teaching methods we have to help our candidates succeed and give our membership and contractors the best-trained men and women we possibly can to supply to our industry.*

**How do you quantify your return on investment?**

*The result of our efforts is that we supply our contractors with the best-trained craftsmen in our market. We provide highly skilled labor! We continue to urge our members to stay up to date on new training. We continue to urge them to back their skills with certifications, and we give them and our apprentices the training to be the best in the industry. Whether working in our jurisdiction or helping to man projects across our country, we provide the best.*

**What tools provided by the UA Education and Training Department do you currently use?**

*Online Learning Resources, Blackboard, and certification programs.*

**What were the challenges you faced implementing ideas learned from the UA Education and Training Department as the new training director?**

*The challenge comes from instructors who don't want to incorporate new technology learning either because they feel the old methods work just fine or they find technology difficult. I was one of them as an instructor, to be honest. However, I later found it makes your job so much easier and frees up so much more time. I have started to use young bright recently graduated journeymen to help teach part time. They relate better to the younger generation, and they have grown up using technology. We are still working on implementing technology and getting everyone on board and buying in. We are working on getting more out of our instructors who have been trained at the UA regional classes and ITP week. We want them to become certified instructors. Certification-backed training is a long-term goal of mine as a new director!*

**What was your experience with a Department of Labor (DOL) audit at your training center?**

*I was concerned when I received the call from the DOL and they wanted to meet with me after requesting infor-*

mation on our program since I had only been in this position for one year. After my meeting with the state director from the US DOL Office of Apprenticeship, I received a few emails from him and his assistant stating that it was a pleasure to have visited a successful apprenticeship program and that we were doing a great job! I wasn't expecting that response since they were investigating our adherence to CFR part 29, "Standards for the Registration of Apprenticeship Programs," and part 30, "Equal Employment Opportunity in Apprenticeship and Training." They did note in their compliance review that despite our efforts, we needed to raise the percentages of women in our program to 10 percent. Luckily when I was asked what specifically we do to recruit women, I was able to show them our UA video specifically made to target women for our program, and I directed them to our state apprenticeship website where they share the video for us. This was something I had heard about during the San Diego Pipe Trades Conference, ITP week coordinator training, and when I contacted you to help me get the process started with recruitment videos. I really think this helped tremendously with the audit. And,

although we were below the percentage of women they wanted, it showed that we were making a good effort to recruit women. They then shared info on organizations I could utilize to expand and increase our recruitment.

I truly believe the info I retained from our Pipe Trades Conference, New Training Director Meeting in Annapolis and two years of ITP week coordinator training really helped me get through this audit.

Thank you for your time, Evelio. I am happy to hear the UA ITF resources have helped you, and I look forward to continuing the conversation and providing resources to assist you in training, recruitment, and raising the number of women and women applicants to your program. We will continue to listen to training director feedback and develop new tools for your training director toolbox.

Please refer to the UA's e-Resource guide at UAOLR.ORG. Recruitment resources, including customizable videos, brochures, and virtual reality for recruitment events can be found here. Contact Laura Ceja at 310-403-3484 or [LCeja@uanet.org](mailto:LCeja@uanet.org) for more information. ■



## Survey Says?!?!

by Rich Benkowski, UA Training Specialist

Fans of the TV show "Family Feud" are familiar with the formula. Two groups are competing to guess the most popular answers to questions given to 100 random people. Sometimes the answers are obvious, but many times, they are surprisingly unexpected. The results, though unpredictable, offer a chance for the viewing audience to benchmark their thoughts on "the most popular rides at an amusement park" or something as simple as "the most common snack at a Halloween party." Every day the challenge of predicting the needs of UA signatory contractors and

## Take our Survey!

scheduling classes to backfill the skillsets becomes more difficult on the technology driven jobsite or in the connected service truck.

Communication is the key to solving the alignment equation to make sure local resources are available to support local initiatives. To be sure, open and honest discussion must occur with two different audiences. The UA business office participates in planning and preparation with the contractors. The UA training director supports the learning experience of the members. How does alignment occur? Two surveys have been developed for plumbing and HVACR to align the priorities of the contractor to the available local talent.



For the business office, the “Service Contractors Ranking of Topics” is offered to the business office for both plumbing and mechanical service. The contractor is invited to a conversation with the business manager, agent, or organizer to address needs of the building owners, facility managers, or homeowners served by the contractor. During the conversation, the contractor is asked to prioritize the importance of various themes. Here is a sample from the HVACR survey:

| INDEX OF TOPICS   | IN ORDER OF IMPORTANCE |
|---|------------------------|
| <b>PLEASE RANK THESE TOPICS USING 1 FOR THE HIGHEST PRIORITY, THEN 2, 3, ETC. TO THE LEAST IMPORTANCE</b> |                        |
| Brazing process   | _____                  |
| Understanding and using meters/test equipment   | _____                  |
| Unitary systems   | _____                  |
| Commercial refrigeration  | _____                  |
| Refrigerants & EPA guidelines   | _____                  |

Likewise, a sample from the plumbing survey:

| INDEX OF TOPICS   | IN ORDER OF IMPORTANCE |
|---|------------------------|
| <b>PLEASE RANK THESE TOPICS USING 1 FOR THE HIGHEST PRIORITY, THEN 2, 3, ETC. TO THE LEAST IMPORTANCE</b> |                        |
| Soldering process   | _____                  |
| Understanding and using meters/test equipment   | _____                  |
| Inspection and testing  | _____                  |
| Plumbing fixtures   | _____                  |
| Water supply and distribution   | _____                  |



Under the best circumstances, an unguarded discussion will ensue to promote the best opportunities to capture and protect market share for that local.

Another set of surveys has been developed to understand the prevailing comfort level of local members. These forms are a hybrid attempt to combine a job task analysis with the need for enhanced training. The survey is not a test, does not “score” the UA member, and is given anonymously by the local training director. Here is the instruction to the member to complete the survey:

Please read the topic and the topic sentence. Below each sentence are the following choices:

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

After you read the sentence check one or more of the available boxes.

Choose:  Satisfied if you are comfortable in your knowledge of the subject and related jobsite task requirements

Choose:  Needs Improvement if you would prefer more training on the subject

Choose:  Does Not Apply if this category does not pertain to your daily job functions

The questions in the survey for both plumbing and HVACR are derived from subjects included in the UA Star Exams for each craft. Here are a couple of samples from both surveys:

### Installation Criteria

#### 1 Unit location and the air distribution system

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

#### 2 EPA guidelines for the safe handling of refrigerants

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

#### 3 System evacuation, start-up, and charging

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

### Drain Waste Vent and Water Supply

4 Understand the application of local plumbing code for submitting a plan

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

5 Ability to calculate fixture units to size and layout drain, waste, and vent piping

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

6 Ability to calculate fixture units to size potable water system

Satisfied     Needs Improvement     Does Not Apply    Other \_\_\_\_\_

Additionally, the surveys allow the participant to write in any and all concerns they may have.

The next step will be for the business manager and the training director to meet to align the data collected in each of the surveys. An attractive outcome to the exercise will be the formatting of training curriculum that provides mutual benefit to the signatory contractor and the UA member. The above are good examples. Each local can develop a survey to fit their area.

As International Representative Kurt Steenhoek travels to different areas to promote plumbing service, this process has been applied. From this experience, Kurt offers the following perspective. "Family Feud or survival of the UA, no matter what the game is, we need to be sure we understand our goals. The UA is full of very smart people. This is the same for our service sectors for all crafts. We have smart people working in the industry. If surveyed correctly, we can build a plan for success. The service sector is our largest opportunity for growth and is sustainable in all economic conditions. Get in the Game."

As a UA Organizer, Josh Windy supports a local's effort to identify growth opportunities. According to Josh, "Whether it is a local union that is just taking the plunge into the service market that they have never focused on or the local union that is growing an existing market, the surveys can be a path to successful growth. The surveys will assist the local union leadership and contractors to be on the same page along with a focus on making sure that the new technician obtains the training that he or she needs to be the best technician that he or she could be. As with any evaluation process, they are not intended to reflect on the training department staff and their current efforts, but rather to make sure the training department staff is training to the needs of the industry. The surveys allow us to have a positive conversation and keep all lines of communication open which breeds success."

The information gathered by the surveys does not solve a "Family Feud," but it will certainly fuel many vibrant conversations between our local officers, customers, and members. For more information, email me at [richb@uanet.org](mailto:richb@uanet.org), and I will work with you to find out what the "Survey Says!" ■



## Save the DATES

The following are important upcoming training events.

**2020 ITP Instructor Reboot**  
March 3 - 5, 2020 • Dallas, TX

**New Training Director/Coordinator Training**  
March 9 - 13, 2020 • Annapolis, MD

**Office Professional Seminar**  
August 3 - 6, 2020 • Ann Arbor, MI

**Instructor Training Program (ITP)**  
August 8 - 14, 2020 • Ann Arbor, MI

**Mark your Calendar!**

## DID YOU KNOW?

The UA has a new LinkedIn page (link: <https://www.linkedin.com/company/united-association-of-union-plumbers-fitters-welders-and-service-techs/?viewAsMember=true>). This account will be posting items of interest on all things United Association and things of interest to our membership and our industry partners.

Check out the UA's new Instagram account (link: <https://www.instagram.com/unitedassociationhq>). This account will be posting photos from the UA Journal's local union photo shoots from around the United States and Canada and from the UA's historic photo archives as well.

### EDUCATION AND TRAINING DEPARTMENT OFFICE PROFESSIONALS

#### ADMINISTRATIVE ASSISTANTS

Debbie Walburn  
Suzanne Ellis

#### ADMINISTRATIVE ASSISTANT (VIP)

Nicole Jeup

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