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Developed
FOR
Service Members
BY
Service Members



What is Transition to Trades?

Transition to Trades is an approved Department of Defense (DOD) Skillbridge Program. Originally implemented as a Career Skills Program (CSP) by Hiller Plumbing, Heating, Cooling & Electrical and U.S. Army Garrison, Fort Campbell, KY, Transition to Trades is now adopted by all services of the military. This program, launched on July 5, 2016, allows transitioning service members the opportunity to attend Total Tech trade school (a subsidiary of Hiller, LLC), to learn valuable career skills while remaining active duty in the U.S. Military. Upon completion, Transition to Trades assists graduates with job placement across the US.

Transition to Trades has received recognition from the U.S. Congress, 2020 Bronze Military Friendly Employer designation, and the HIRE Veterans Medallion, which is the only federal-level award that recognizes businesses, nationwide, that are exceptionally committed to veteran job creation.

Our Mission

Our mission is to provide active duty service members with stable civilian career placement options as they transition out of the military. Trade careers are an ideal fit because of the values and transferable skills developed during military service. Our goal is to pair this top-tier talent with companies looking to employ skilled, hardworking individuals for long-term careers.

Transition to Trades is here to help veterans that are transitioning from active duty to succeed in their future civilian careers.



In-Demand Skills

It's no secret that the trades are always in need of a young, capable workforce of aspiring technicians. With the majority of the skilled technician candidate pool aging, companies need to attract and train new, smart talent to meet rising consumer demand.

In the Plumbing, Electrical, and HVAC trades, one of the largest challenges business owners face is maintaining enough qualified technicians to meet consumer demand for services.

As Baby Boomers age out of the workforce and retire, vacant positions in the skilled trades rise faster than they can be filled. To compound the issue, Millennials and Gen-Xers are choosing

alternative careers paths in lieu of trade industry jobs.

At the same time, increased economic activity and higher levels of disposable income are creating more opportunities for contracting work.

All of these factors are contributing to an extreme labor shortage - and many lucrative jobs sit available for qualified, trainable candidates.



HVAC Industry Trends

- HVAC market was \$81.1 billion in 2015, with **expected growth of 5.5% each year** through 2020, to \$130.7B
- Talent **shortage of over 138,000 employees** by 2020 due to retirement of Baby Boomers
- Average salary of **\$48,000 / year**
- Top 5 states for employment: Florida, California, Texas, New York, & Pennsylvania

Electrical Industry Trends

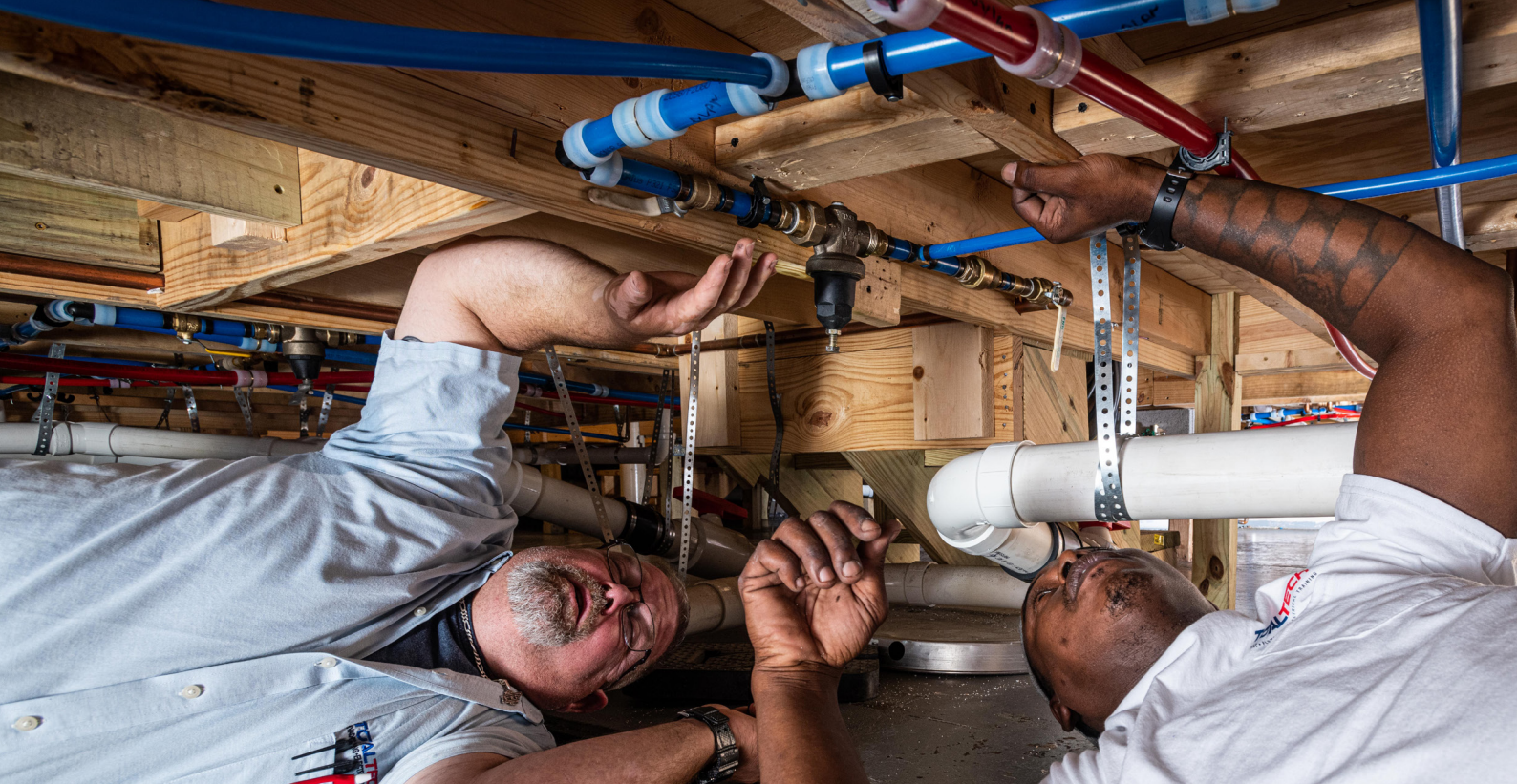
- Growth in alternative energy sources (solar & wind) created **higher demand for services**
- Talent **shortage of over 50,000 employees** by 2026
- Average salary of **\$54,100 / year**
- States with most electrical workers: Washington, California, Texas, Florida, Georgia, New York, Illinois, Ohio, North Carolina, Virginia, Pennsylvania

Plumbing Industry Trends

- Plumbing industry was \$107 billion in 2018, with **expected growth of 7% each year** through 2020, to \$122B
- Projected **growth of 80,000 new plumbing positions** by 2026
- Average salary of **\$53,000 / year**
- States with most plumbers: Florida, California, Texas, New York, Pennsylvania, Michigan, Illinois, Ohio, Indiana, Georgia, Virginia, Louisiana

Why the Demand?

- Average pipe is 47 years old in the US
- Maintenance and repair of existing residences
- New construction boom due to increased economic activity
- Change of building codes that will require fire suppression systems
- Stricter water efficiency standards



The Ideal Recruitment Pipeline

Hiring veterans is a sound business move! Service members are trained to quickly learn new skills sets and concepts, follow procedures and direction, and to lead by example and through delegation. Additionally, veterans are sincere, trustworthy, dedicated employees with a proven ability to overcome workplace challenges.

Upon separation from the military, active duty service members seek to re-establish civilian careers in fields where they can add value. These veterans are highly trained, disciplined workers with strong work ethics. They are sincere, capable of overcoming workplace challenges, and dedicated to the success of their team. And they are ready to start their new career paths!

Our goal is to provide these high-caliber individuals with companies looking to employ hardworking, value-oriented individuals for long-term successful careers. The Plumbing, HVAC, and Electrical industries are a great fit for transitioning service members because their military experience provides them with the transferrable skills necessary to succeed.



Why Hire a Veteran?

Sound Values

Veterans have a strong foundation of the values of leadership, integrity, hard work, determination, teamwork, and adaptability. Veterans also pass regular background checks in the service.

Highly Trainable

Military members are quick learners trained to grasp new skill sets and concepts, follow procedures and direction, and understand organizational hierarchy.

Real-World Experience

Transition to Trades graduates complete over 100 hours of hands-on training and simulations in our state-of-the-art laboratory. Each course also features “ride-alongs” with seasoned technicians. Veterans are also established problem-solvers who are trained to see any job to completion.

Team-Focused Mentality

Veterans are trained to support one another to complete the task at hand, in spite of whatever obstacles they may face. Their mission is only successful when all team members achieve their goals - a mindset that carries over to any project they face.

Our Founder

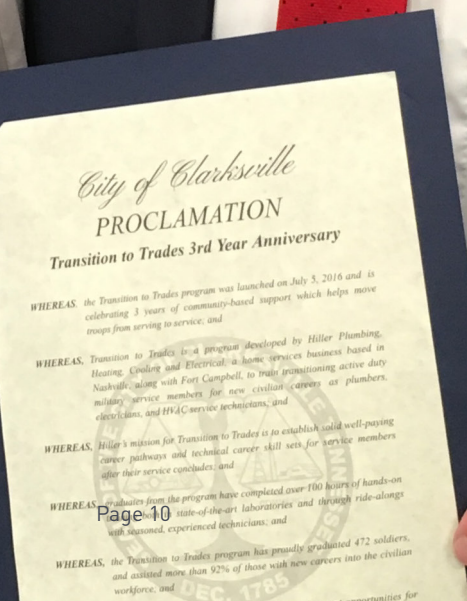
Jimmy Hiller

Founder & CEO of Hiller
Plumbing, Heating, Cooling
& Electrical, Owner of
Total Tech School, & Founder
of Transition to Trades

Jimmy Hiller has built an extraordinarily successful, multi-state business on a simple yet powerful concept, “Care is Our Core Value”. When he founded Hiller in 1990, Hiller crafted a business model that focused on a high level of professional skill, a positive attitude, and the integrity to do the job right. In the years that have followed, Hiller turned a one truck operation into the region’s premier provider for residential and commercial HVAC, plumbing, and electrical service and repair. Today, Hiller employs more than 620 associates, boasts a fleet of over 480 “Happy Face” trucks across 13 locations, and has responded to over 1.5M service calls.

Recognizing the need for qualified, well-trained technicians in an industry with exceptionally high turnover, Hiller acquired Total Tech school, the industry’s leading technical school. Total Tech offers a unique approach to technician training, pairing classroom learning with hands-on laboratory work in a state-of-the-art laboratory.

In 2016, Hiller and Total Tech partnered with U.S. Army Garrison, Fort Campbell, to start Transition to Trades.



City of Clarksville PROCLAMATION

Transition to Trades 3rd Year Anniversary

WHEREAS the Transition to Trades program was launched on July 3, 2016 and is celebrating 3 years of community-based support which helps move troops from serving to service; and

WHEREAS Transition to Trades is a program developed by Hiller Plumbing, Heating, Cooling and Electrical, a home services business based in Nashville, along with Fort Campbell, to train transitioning active duty military service members for new civilian careers as plumbers, electricians, and HVAC service technicians; and

WHEREAS Hiller's mission for Transition to Trades is to establish solid well-paying career pathways and technical career skill sets for service members after their service concludes; and

WHEREAS graduates from the program have completed over 100 hours of hands-on training at a state-of-the-art laboratory and through ride-alongs with seasoned, experienced technicians; and

WHEREAS the Transition to Trades program has proudly graduated 472 soldiers and assisted more than 92% of those with new careers into the civilian workforce; and

opportunities for

Creating Career Pathways for Transitioning Service Members

Our program was developed by service members, for service members. We understand how challenging separation from military service can be.

That's why we developed Transition to Trades. We provide a clear path to civilian employment in a solid, respected, and well-paying career in the trades - from education all the way through job placement - in as few as 30 days. And we're training at no cost to you! Utilizing your G.I. Bill, you can learn without any out-of-pocket costs.

When you graduate, you're guaranteed an employment interview with one of the region's leading home-services providers or with one of our partner contractors. We'll assist with job placement across the U.S. - so you can find employment no matter where you call home.





Why Choose Transition to Trades?

Learn Quickly

- Monday - Friday Class Schedule
0730 - 1230 (5 hours daily)
- 4 week Courses
- 100 hours and 20 days of combined
classroom and lab work

Learn Naturally

- 80% of your time will be skills training in
our state-of-the-art lab
- 20% of your time will be in the classroom
- Real life experience in “ride-alongs” with
professional contractors



1. Affordable

Utilizing your Post 9/11 Forever G.I. Bill, you can attend Transition to Trades at no out of pocket cost to you!

2. Highly Technical

80% of our courses are held in our state-of-the-art laboratories, which allow us to simulate real-world problems technicians face daily on the job.

3. Professional

Our courses are taught by seasoned technicians who are well-versed in all the latest codes and specifications for each trade.

4. Marketable

As a Transition to Trades graduate, you'll receive nationwide opportunities. Work with the top 2% of contractors, interview for employment at one of Hiller's 13 locations, and enroll in apprenticeship programs.

Awards & Praise for Transition to



HIRE Vets Medallion Award

2018 Gold Medal Recipient

In 2018, only 239 businesses, ranging from small non-profits to leading Fortune 500 companies, were awarded this honor. Award recipients demonstrate a commitment to veteran hiring and retention, provide veteran-specific resources, leadership programming, dedicated human resources, and compensation and tuition assistance programs. Hiller has a staff of 600 employees, of which 21% are veterans and/or active duty guard/reserves.



2020 Military Friendly Employer

Bronze Award

The Military Friendly Employer Award identifies the organizations whose commitment to serving the military and veteran community is comprehensive in scope and meaningful in terms of actual outcomes and impact. From hiring and career advancement to customer service and charitable investment, our Military Friendly Employers lead the way.

Trades



Marsha Blackburn

U.S. Congressman

“Today I would like to recognize and honor Hiller Plumbing, Heating, Cooling & Electrical, Total Tech School, PRAXIS S-10, and the U.S. Army Career Skills Program for their continual efforts to end veteran unemployment in our region.” (2018)



Bill Haslam

Governor of Tennessee

“As governor, it is comforting to know that organizations such as Hiller Plumbing, Heating, Cooling & Electrical are providing active-duty soldiers with solid, well-paying, respected career placement options as they transition out of the Army. One of the best ways we can honor our heroes is to provide them with the necessary skills to find high-quality jobs.” (2018)

About Total Tech

Total Tech, a subsidiary of Hiller, LLC, was founded in 2006 by Don Miller, who serves as Institutional Director to this day. Total Tech was developed on the tenets of professionalism, the continual pursuit of excellence, and passion for helping others. Our mission is to place a competent tradesman into every service truck around the world.

Total Tech offers a unique approach to technician training that pairs traditional classroom learning with hands-on training in our state-of-the-art, 15,000 square foot laboratory.

Unlike other trade schools, Total Tech offers the advantage of real-world simulations in each of our course laboratories. These labs are uniquely developed for each trade and stocked with real equipment technicians will encounter in the field. Our instructors can simulate nearly any problem in a typical home in the lab.

As part of the curriculum, students complete “ride-alongs” with professional, seasoned contractors to put their training to use.

By the time a student graduates from Total Tech, they will have real-world experience with troubleshooting, diagnostic techniques, and repair - allowing them to contribute to their team from their first days on the job.





TOTALTECH

HVAC • PLUMBING • ELECTRICAL TRAINING



Electrical Service Protocol

The Electrical Service Protocol course provides an introduction to electrical theory and residential applications. Its purpose is to provide the student with a firm foundation in electrical theory and application through classroom instruction and laboratory exercises. The course begins with safety procedures in the workplace, electrical basics and the tools of the trade. Next the students will begin wiring residential modules in the laboratory. As the theory progresses in the classroom the students will apply the theory in the lab. Upon completion of the course, the student will be able to install residential electrical systems and successfully diagnose those systems. Students will gain approximately 20 hours of classroom instruction and demonstration and 80 hours of hands on practice in the laboratory. The course will end with a written and a lab test.

This course is designed to establish the drive and desire to begin a successful career in the electrical trade, to familiarize students with the tools, materials and terminology used in the electrical industry, and to build confidence and competence through hands-on experience with the installation and repair of a complete electrical system. A knowledgeable technician is a competent technician. A competent technician is a gem. The goal of this course is to place competent, confident, and content technicians in the workforce.

This course is designed for service technicians who want to know their trade. The Electrical Service Protocol graduate will have a good understanding of the various materials used in the electrical trade, the technique needed to service the wiring system, and the technicians' role in the electrical service industry.



Plumbing Service Protocol

Plumbing Service Protocol is a (20) day course designed to guide the attendee through 24 real-world service call scenarios. We also educate students on the importance of plumbing as a critical health and safety concern for society and the opportunity, demand and potential in the modern plumbing service industry. An introduction to the tools, materials, terminology, and techniques used to diagnose problems in plumbing today, combined with classroom demonstrations and hands-on practice and application in our plumbing laboratory will prepare a student to begin or further a career in the plumbing industry. Five cumulative sections will be covered with approximately 20 hours of classroom instruction and demonstration and 80 hours of hands on practice in the laboratory. The course will end with a written and lab test.

This course is designed to establish the skillset necessary to enter the Plumbing service industry for those who are new and expand the knowledge of experienced Technicians. The skillsets taught in this course encompass systematic diagnostic protocol used to diagnose service calls relating to age/use, water quality, water pressure, and installation which are the four reasons plumbing fails and what all calls originate from in the plumbing service industry. This course will build confidence and competence through hands-on experience with the installation and repair of a plumbing system. A knowledgeable technician is a competent technician, a competent technician is an asset. The goal of this course is to place competent, confident, and driven technicians into the workforce.

HVAC Service Protocol

HVAC Service Protocol Class is a twenty (20) day course designed to guide the attendee through 24 real-world service call scenarios. Each service scenario has specific applicable classroom theory taught by trained experienced instructors. The service call classroom theory covers system component operation and applicable basic physics of refrigerant enthalpy, air psychrometrics, and electrical properties. To help the attendee understand the people aspect of the service industry some technician soft skills are blended in with each service call scenario.

This course is designed to give the attendee the skillset necessary to enter the HVAC service industry. This skillset encompasses systematic diagnostic protocol used in diagnosing mechanical, electrical, and air flow related issues found in most all residential trouble calls. The graduate will not only understand the theory of heat transfer and refrigerant flow, but also a systematic process to diagnose subtle abnormalities in system component inefficiencies that cause uncomfortable environmental conditions. The goal of this course is to prepare the novice technician to quickly acclimate themselves to the HVAC service industry when gainfully employed by reputable service contractors.

The background of the page features a collage of images related to HVAC work. On the left, there's a close-up of an HVAC unit's internal components, showing various colored wires (red, blue, orange) and metal parts. In the center and right, there are images of technicians in white uniforms and hard hats working on equipment. One technician is wearing a cap with the 'TRAES' logo. A large red arrow points from the right edge towards the title.

HVAC Replacement Training

HVAC Replacement Training is a (5) day course that will prepare students for proper removal and installation of new equipment. The life span of a new system is determined by the knowledge and the ability to follow proper procedures for installing the equipment. This course is designed to help prevent service call backs and to know the equipment will run to designed specifications for years to come. Each day students will be taught applied theory for the hands- on training they will have for that day. They will understand brazing techniques, recovery process, evacuation and more.

This is a (40) hour course and will consist of on-site training, along with our brief online video sessions each evening that will prepare students for the following day. They will begin Monday night and go through Thursday night. Students will be tested on each video. Each quiz, along with lab sessions are what will determine their overall score for the class. After Friday's final test, the students will be given the opportunity to take the optional EPA test given "in house" by the instructors at Total Tech.

The goal of this course is designed to familiarize students with the theory and hands on training to properly install HVAC equipment. Students with no prior experience will learn proper install guidelines and start up procedures. Once complete they will have the knowledge to remove and install residential equipment and perform capacity checks for proper operation. After completing this course students will feel confident in their trade and will be an asset to any company.

The graduating student should have the knowledge to properly remove and install new HVAC equipment. He/she will be able to check system for proper operation by gathering applicable data.

Employment Opportunities

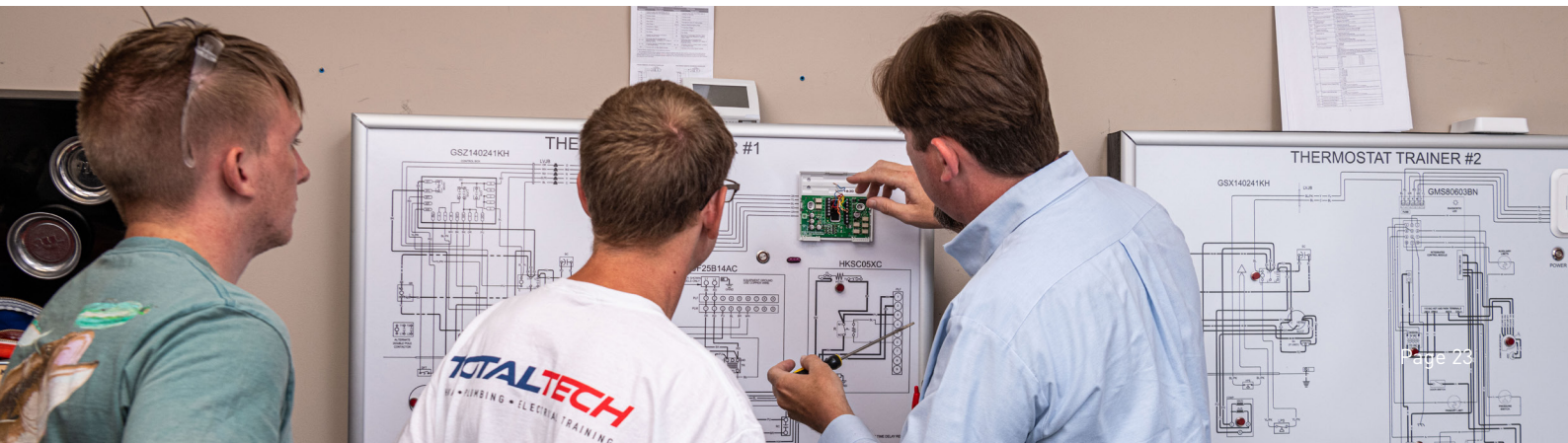


Plumbing Options

- **Plumbers** - install and repair water, drainage, gas, and other piping systems. Plumbers install fixtures such as bathtubs and toilets, and appliances, such as dishwashers and water heaters. Plumbers also maintain septic systems - underground holding tanks that collect waste from houses.
- **Pipelayers** - Framework for outside plumbing systems. They install the actual pipe to build these systems. Pipelayers begin by digging trenches and preparing the grade where pipes will lay. These workers also construct oil and gas lines, and they typically solder, weld, or cement pipes together in place.
- **Pipefitters** - Work in industrial plants, where they install and maintain pipe systems used for industrial purposes, such as manufacturing, power generation or large-scale heating and cooling systems. They work with both high and low pressure systems. Pipefitters also install the automated controls that are used to regulate industrial systems, and they generally specialize in one specific type of system.
- **Steamfitters** - Like pipefitters, steamfitters also generally work in power or industrial plants. Steamfitters specialize in pipe systems that move high-pressure liquids or gases.
- **Sprinklerfitters** - Highly specialized group of plumbers. Sprinklerfitters install and maintain automatic fire sprinkler systems, such as the ones found in office buildings, manufacturing and industrial plants and large or multi-unit residential properties.

HVAC Options

- **AC Technician** - Ensure that the temperature in a controlled climate is just where it needs to be. Their work often occurs in homes and businesses, but they also make sure that temperatures are spot on in places such as hospitals and grocery stores. They may have regular 9-to-5 hours but also be on call for when systems in homes and businesses go out or are in need of emergency repair.
- **HVAC Engineer** - Plan and coordinate every aspect of a system installation. They can conduct performance evaluations of existing systems and recommend improvements to increase efficiency, as well as design climate control systems for new construction.
- **HVAC Installer** - HVAC installation is the process of putting heating, ventilation, and air conditioning systems into residential and commercial properties. HVAC installers need to have mechanical skills and be manually dexterous to put these systems into place. They should be physically strong, capable of troubleshooting, and know how to manage their time since they may have more than one site where they work.
- **HVAC Technician** - HVAC technicians work in the installation, maintenance and repair of heating, air conditioning, and ventilation systems. They may specialize in specific areas, such as refrigeration systems, and seek certifications to reflect their expertise. They can work for a company or, after obtaining a license if it is required in their state, do contract work on their own. With time and experience on the job, they could move into a supervisory position for a company
- **Chiller Technician** - Maintain and repair chiller systems of all types, air and water cooled, for both commercial and industrial customers. Diagnose and repair of electronic, mechanical and electrical components of these systems. ... Primary responsibility will be chiller systems, but work on other HVAC system may be required from time to time.



Electrical Employment Options

- **Industrial Electrician** - Industrial electricians have to possess knowledge specific to manufacturing facilities, power plants, and other industrial settings. And they must be confident working with high-voltage and direct-current power systems. Many companies have intensive in-house training programs so that electricians have the specialized knowledge that is required to work within their facilities.
- **Residential Electrician** - Residential electricians focus solely on the electrical systems within people's homes, including new homes that are under construction. You could be responsible for installing new electrical systems or troubleshooting, repairing, and servicing existing systems.
- **Maintenance Electrician** - Maintenance electricians focus strictly on working with existing electrical systems in a number of settings, including residential, commercial, and industrial. They identify problems and replace or repair electrical components as needed. It is critical that they be able to identify and repair problems as quickly as possible since it could mean that a family cannot live in their home or a factory cannot operate until the repairs are completed.
- **Commercial Electrician** - Commercial electricians tend to focus on the electrical systems within office buildings, restaurants, shopping malls, retail stores, and other commercial spaces. Safety is of top importance since they are working in spaces that are generally accessible by the public. Timeliness and cost-effectiveness are also important considerations since, oftentimes, commercial electricians work for clients with tight operational budgets.
- **Offshore Electrician** - Energy sector in areas like offshore oil and gas operations or wind farms. Many positions will require you to have an advanced education in electrical engineering and specialized knowledge pertaining to the types of equipment used in the field. This could include knowledge of electromechanical, electronic, and programmable equipment as well as hydraulic and pneumatic systems and analog and digital transmitters.



Nationwide Job Placement Options



Journey to Transition

Post Military Planning

Approval Processing

Classes Commence

Job Acquisition Process

Continue Acquisition Process

Completion Process

Clearing Process

Celebrating a New Life





Our Transitioning Team is Here to Help

We Offer:

- Practice Interviews
- Resume Assistance
- Career Assistance
- Setting Up Interviews
- Monthly Visits from VA and other Veteran Organizations
- On-Site Counseling
- Post School / Military Follow-Up & Calls from Program Manager

Our Transition to Trades Graduate Employment Rate is Over 90%!



How Do I Enroll?

Contact Us

Learn more information about Transition to Trades by contacting us via phone, e-mail, or online at TransitionToTrades.com. Contact information can be found on the back of this booklet.

Command Approval

Submit an application and obtain command approval from your military base.

“

Moving Troops from Serving to Service

Interview

Complete an interview with one of our Transition to Trades team members - either onsite in-person or via video call / FaceTime.

PTDY / PTAD

Transition to Trades is located in Nashville, TN. We currently have multiple housing options that can be discussed during the interview process for best fit. All housing options are available to you at a reasonable cost.

►

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Contact us about Transition to Trades by contacting us via phone, e-mail, or online at TransitionToTrades.com.

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