TPC Training

750 W Lake Cook Rd Ste 350
Buffalo Grove, IL 60089

New Hampshire School Catalog

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State License Number

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Statement of Mission

Our mission is to create a better, safer and more efficient maintenance workforce. We provide the best maintenance training and industrial maintenance training by providing maintenance professionals a comprehensive and consistent training solution. In other words, we provide our students and customers *Real World Training … for Real World Needs.*

American Training LLC was acquired by Telemedia Training Holdings, LLC ("Telemedia") in 2014. In mid-September of 2015, American Training LLC began doing business as TPC Training.

On March 30, 2018, the owners of Telemedia sold their equity in Telemedia to TPC Midco Corp. ("Purchaser"). (All entities are incorporated in Delaware.) As a result of the sale, Purchaser is the new owner of TPC Training's continuing parent company, Telemedia. As of April 30, TPC Training started using the name TPC Training. The rebranding reflects the company's status as part of the TPC Training Systems brand family of industrial training solutions. This change has not and will not affect any of our course content, delivery, or instruction. The sale and name change was acknowledged and accepted by the NH Department of Education on July 2, 2018.

Staff

For details about TPC Training's staffing structure, please reference the Organizational Chart on page 12. The primary administrators are:

Naomi Yencich – Compliance/IACET Manager
Ricardo Gonzales – Operations Manager, ILT
Dennis Walker – Vice President/GM of ILT
Derek Dunaway – Chief Executive Officer

Admission Requirements

TPC Training does not have any prerequisite training requirements to attend any of our courses. We do not request any proof of previous certification or knowledge in order to register for any of our courses.

Applicants may register for the seminar of their choice online at live.tpctraining.com or over the phone with TPC Training Customer Service at 1-877-97-TRAIN.

Dates of Training

TPC Training conducts training year round and does not have designated quarters, terms, or semesters. All of our courses range from 1-3 days in length and are held in most states throughout the country 1-4 times per year. We do not have add dates, drop dates, or examination periods. Our examinations are stand-alone products and are not required for successful completion of the class.

The upcoming classes for 2020 in New Hampshire are scheduled to be held at either the Homewood Suites Manchester Airport (1000 Perimeter Rd, Manchester, NH 03103), Courtyard Manchester Airport (700 Huse Rd, Manchester, NH 03103), or Best Western Manchester (13500 S Willow St, Manchester, NH 03103). The location may change due to demand.

The most current schedule of classes can always be found online at https://live.tpctraining.com/.

Calendar of Holidays

None of our training seminars are scheduled, nor are there any students enrolled in training, over the holidays listed below:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

List and Description of Program

TPC Training is the industry leader in creating a better, safer, and more efficient maintenance workforce. TPC Training is a corporate trainer, not a trade school. 100% of our customers that attend our training seminars in NH are companies, not individuals.

For a full list of seminars, please look at pages 5-11 of this catalog. All of our seminars are 1-3 days in length. We do not own training facilities or have multiple school locations; our seminars are held in hotel meeting rooms.

Grading System

TPC Training does not have a grading system. Successful completion of a training seminar is based solely on 100% attendance. Once successfully completing a seminar, each student will receive a certificate of completion.

Withdrawal Policy

If a student decides to withdraw from the class after the class has begun, they will forfeit their registration fee unless they can provide, in writing, specific grievances with the course and/or instructor. Upon receipt of such feedback, their entire registration fee will be refunded.

Requirements for Course Completion

Successful completion of an TPC Training seminar is based solely on attendance. If a registered student attends all hours of training, they will receive a certificate of completion. 100% attendance constitutes successful completion of the course. TPC Training does not “graduate” students, nor do we hold a formal or informal graduation ceremony.

Rates of Student Success

TPC Training tracks the satisfaction of our students and our return customers. Over the past eight years, our students have given us a 99.4% approval rating and return customers constitute over 50% of our current business.

Schedule of Tuition

TPC Training courses cost $597.50 per day, no matter the topic, date, or location. The $597.50 includes all training materials, a TPC Training notepad, a TPC Training pen, and beverages throughout the day. Food and any hotel accommodations are paid for separately by the student's company and are not included in the seminar fee. Payment for the seminar is due before the first day of class, unless prior arrangements have been made with our accounting department. Certification will not be distributed to the student until after full payment for the seminar has been made.

Cancellation and Refund Policies

Students may cancel up to two weeks in advance of a class without penalty. Even within two weeks of the training, if a student is unsatisfied in any way with the training or registration process, they may notify us in writing at customerservice@tpctraining.com and we'll promptly refund their payment. In the rare circumstance that TPC Training cancels a class, students will have their choice of a full refund, attending another nearby class (at our travel expense), or having us keep their payment on account for future training.

All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal and students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations, per Hedc 304.01.

Transfer of Credit

TPC Training does not accept transfer credit, nor allows credit for prior experience. We do not have any procedures or policies in place to address "limited transferability".

Student Complaints

TPC Training offers a no-risk registration and a money-back guarantee. In the rare event a student does not receive the expected value after attending one of our seminars, they should first discuss the problem with the seminar instructor. If a resolution is not reached, the student should contact our customer service department at 1-877-978-7248. If the student is not satisfied with the resolution offered by customer service, the student can email or fax in a written, specific complaint to customerservice@tpctraining.com or 303-531-4565. After processing the complaint, the money will be promptly refunded.

Upon completing the grievance process of TPC Training, a student who is unsatisfied with the resolution of said grievance may contact: Department of Education, Office of Career School Licensing, 101 Pleasant Street, Concord, NH 03301.

Other Material Facts

Our students have found TPC Training's short-term, high impact training has equipped them to return to work as more effective and efficient technicians. Feedback from our students typically focus on the quality of the experience, the immense practicality and real-world applicability of what they learned, how comprehensive the material was and how deeply the instructor understands the subject, how much the instructor was able to answer everyone's questions and communicate the lessons in intuitive, understandable ways, the fact that novices and veterans alike benefited, and how the emphasis on safety was so helpful.

TPC Training Courses Offered

Advanced Electrical Troubleshooting – 16 clock hours

This two-day course is designed for electrical maintenance workers looking to gain additional in-depth hands-on understanding of complex controls and control circuits. It is recommended that this course to be taken only after completion of the Electrical Troubleshooting & Preventive Maintenance course. Hands-on lab activities are the focus of this course. Throughout the day, participants will troubleshoot on a large variety of systems components, ranging from forward/reversing motor control circuits to proximity switches and float switches. Anyone who wants a chance to spend quality hands-on time and build expertise with components seen every day throughout their facilities will gain a great value from this course.

Air Conditioning & Refrigeration - 16 clock hours

The goal of this two-day Air Conditioning and Refrigeration course is to provide a broad introduction to air conditioning and refrigeration systems, including everyday operation & important refrigerant safety practices. The course is a great overview for maintenance technicians, multi-craft tradespeople, building managers, HVAC technicians, or anyone seeking to improve their AC&R operation and maintenance skills.

Students are taught common practices (and some "tricks-of-the-trade") for general operation and maintenance of their AC&R systems. They will learn about maintenance schedules and servicing, system diagnostics, troubleshooting, and fine-tuning to gain maximum efficiency. The course also covers an introduction to commercial and industrial chillers, regulatory laws and energy conservation. Overall, we will help you get the maximum life out of your AC&R systems while keeping it up and running as efficiently and consistently as possible.

Arc Flash Electrical Safety NFPA 70E - 16 clock hours

The foremost goal of this two-day Arc Flash Electrical Safety course is to keep workers safe while working on or around electrically energized equipment. The course is structured to help companies fulfill requirements set forth in OSHA 29 CFR Part 1910, Subpart S Electrical and NFPA 70E® "Standard for Electrical Safety in the Workplace," which requires this type of instructor-led training for anyone working with electrically energized equipment. Overall, this program is designed to reduce liability for the employer while establishing a culture of safe work practices among employees; it is a key component of any electrical training program.

Arc Flash Electrical Safety NFPA 70E with Skills and Certification - 24 clock hours

The first two days of this three-day course are identical to our traditional Arc Flash Electrical Safety course. For this version, a third day is added so that students can demonstrate what they have learned by participating in hands-on classroom exercises and taking the ATMT® Electrical Safety Certification exam. Participating in a third day to hone and practice these NFPA 70E electrical safety skills helps students to meet OSHA training obligations (under OSHA CFR 1910.331-335 and the NFPA 70E standard for Electrical Safety in the Workplace®).

Basic Electricity for the Non-Electrician - 16 clock hours

This essential two-day Basic Electricity course – the most popular in our catalog – provides a foundational understanding of how electricity works in commercial and industrial settings. It includes hands-on skills improvement and is designed for maintenance technicians and other non-electrical personnel working in industrial plants and commercial buildings. It is also a great refresher for experienced electricians and engineers.

In this course, students are immersed in practical, real world examples that illustrate how electricity is distributed and used in their plants and facilities. They'll learn how to use electrical test equipment in their everyday jobs before moving on to an in-depth discussion about major electrical components, where and how these components work, and their purposes within electrical systems. The goal of this basic electrical training course is to teach students how to reduce equipment downtime, improve overall efficiency and safety, and fix problems they've been unable to solve on their own. This course can also be adopted as part of a company's regular Qualified Electrical Worker program.

Boiler Operation, Maintenance, & Safety - 16 clock hours

In most facilities, the boiler is the device with the most potential for disaster. This two-day Boiler Operation, Maintenance & Safety course provides students with the practices and procedures to eliminate that potential. It offers a great overview for maintenance technicians, multi-craft tradespeople, building managers, stationary engineers, or anyone seeking to improve their boiler maintenance and operation skills. The goal of this course is to ensure the student gains a comprehensive understanding of commercial, industrial and utility boiler systems. Boiler inspections, operating controls testing and general troubleshooting tips will all be discussed. Overall, this program is designed to help maximize safety, dependability, and efficiency, thus extending boiler life, improving boiler efficiency, saving energy costs for the employer, and establishing a culture of safe work practices among the employees.

Chilled Water Systems - 16 clock hours

Whether your chilled water system keeps people or equipment cool, this seminar will teach you how to keep it running efficiently. Students will learn about components used in chilled water systems, uses and applications of chilled water systems among many other things. This seminar is perfect for anyone looking to increase their knowledge about chillers, cooling towers and other chilled water systems.

Electrical Ladder Drawings, Schematics and Diagrams - 16 clock hours

This two-day course delivers an essential skill in the field of equipment maintenance, installation or modification: the ability to read and understand electrical ladder drawings, schematics and diagrams. The course covers several types of industrial control prints for a variety of different motor-driven processes, with an emphasis on the differences between type and the purposes and flow of each. Students will participate in exercises to create schematic diagrams based on circuit descriptions and will learn to interpret schematic drawings in order to provide verbal or written circuit descriptions.

Electric Motors and Motor Control Circuits - 16 clock hours

This course tackles the common problem of electric motor failure, with the goal of helping technicians identify the true cause of motor failure and prevent future incidents. The course proceeds from a thorough overview of motor basics to replacement procedures and fundamental motor maintenance techniques. We then cover both basic and specialized motor control circuits. The course is designed to help students reduce downtime and expense caused by motor failure and increase the overall efficiency of their facility.

Electrical Troubleshooting & Preventive Maintenance - 16 clock hours

Working with real-world components, students in this two-day "hands-on" Electrical Troubleshooting course will learn how to fix electrical problems quickly and safely. This two-day course was created to bring students up to speed in their electrical troubleshooting skills as efficiently as possible, and it was designed to cover the most commonly performed electrical troubleshooting tasks a maintenance technician faces in their job every day. For the novice or experienced electrician, this training course provides a no-nonsense, practical, and real-world systematic approach to electrical troubleshooting. This course can also be adopted as part of a company's regular Qualified Electrical Worker program.

Generators & Emergency Power - 16 clock hours

This two-day course is designed for anyone involved with power generation equipment in their plant or facility. Students will how to select, install, operate, and maintain generators, as well as how to isolate and repair generator problems. This course can help companies avoid the disastrous consequences of power failure and ensure that facilities continue running even when the electricity doesn't.

Grounding & Bonding - 16 clock hours

The purpose of this seminar is to help reduce the risk of death or injury to employees who work on or around electricity, and to prevent fire and damage to plant and equipment from excessive heat buildup caused by improperly grounded electrical systems. Knowledge of proper grounding can also help answer power quality issues you may be experiencing in your plant.

One of the greatest hazards to body, plant and equipment comes from poor grounding and bonding of electrical systems. This one-day seminar covers Article 250 of the National Electrical Code®, which deals specifically with this vitally important topic. Attendees will learn the purpose of grounding, how it works, and the requirements and practices for properly grounding their own equipment and building electrical systems. This seminar is designed to improve power quality, save lives and prevent damage to plants, buildings and equipment!

HVAC Electrical Controls & Air Distribution - 16 clock hours

Controlling air distribution for the comfort of the people in it is one way to ensure an efficient workplace. Designed for any worker involved in air distribution systems, this seminar will take students from the basics of HVAC electrical controls through air distribution and troubleshooting.

Overall, this HVAC Electrical Controls & Air Distribution training program is designed to teach students how to "control" their electrical controls and use fundamental air distribution principles for achieving consistent HVAC comfort and efficiency in buildings, plants and facilities.

Instrumentation Process Measurement & Control - 16 clock hours

Proper troubleshooting and maintenance of plant systems & equipment to reduce downtime and save money requires more than just replacing parts when they get broken. In fact, a "replace-part-when-broken" strategy for maintaining equipment is frequently the most expensive approach you can take. To be effective, maintenance technicians who fix equipment must know why a part needs to be changed out in the first place. In this instrumentation, process measurement and control seminar students will learn what, where and how to measure parameters for the proper monitoring and control of their equipment. When something breaks, they'll now know why. With this understanding, they will be able to work much more efficiently on the industrial systems and processes for which they are responsible. A sound knowledge in instrumentation and control is certain to result in better-qualified technicians and less equipment failures.

Introduction to General Maintenance – 16 clock hours

This two-day course is designed to meet the essential needs of every maintenance technician in every type of facility. It is the first course of its kind to cover the fundamentals of electrical, HVAC, and mechanical maintenance tasks in a single two-day seminar, along with the basic safety skills that every worker needs. This is an ideal starter course for new hires as well as experienced technicians who made need a refresher, and an excellent base for the more in-depth training we offer in our electrical, HVAC, and mechanical categories.

Maintenance Planning & Scheduling - 16 clock hours

We know that one of the worst things for any facility is equipment downtime. In an ever increasingly competitive marketplace, the maintenance department is routinely asked to keep equipment running longer, with fewer failures and at lower costs. The maintenance planning and scheduling functions are critical components to make any maintenance program run with the new expectations. This 2-day training course provides the fundamentals of maintenance planning and scheduling required for any successful maintenance program.

Maintenance Welding - 16 clock hours

This maintenance welding seminar includes discussions on welding skills improvement and is specifically designed for welding technicians and other personnel working in industrial plants, construction, manufacturing, metalworking and fabrication shops, and other similar facilities or applications. This seminar will focus on welding principles before spending the most time on welding on various types of metal. As always, safety is a big part of our seminar curriculum. Overall, this maintenance training program is designed to teach students how to produce smooth, strong, quality welds while establishing a culture of safe work practices among employees.

PLC Programming & Applications - 16 clock hours

This two-day "Hands-On" course provides a greater depth of PLC knowledge for those who have already taken TPC Training's introductory course, "PLCs for Non-Programmers," or have some background and experience working with PLCs. It is designed to help maintenance technicians, electricians and others modify and write common PLC programs on their own. It will provide students the comfort and confidence they need to edit or create new PLC solutions for their specific work applications. It will make vendor-specific PLC programming manuals understandable. Students' specific needs and concerns are also addressed during the class, so that they can go back to their workplace and immediately apply what they've learned.

This course has replaced the Advanced Hands-On PLCs for Non-Programmers course.

PLCs for Non-Programmers - 16 clock hours

Using hands-on demonstrations in this introductory PLC course, we convert the seemingly complex world of automation and Programmable Logic Controllers (PLCs) into practical lessons the average non-programmer can understand. Students will learn to speak the PLC language, read and interpret PLC ladder logic, troubleshoot PLC systems and components, and fix the most common PLC problems on their own. This course focuses on understanding PLCs; how they work, terminology, and the hardware and software elements that make up a programmable logic controller. Students will learn a systematic approach to troubleshooting; how to set-up and configure local, remote, hierarchical and distributive control systems; how to configure Input/Output modules using various slot addressing techniques; how to understand program and data table file organization, number systems and processor information flow; and how basic relay type instructions, timers and counters, & data manipulation instructions can be used to achieve PLC solutions.

Plumbing & Pipefitting for Plants & Buildings - 16 clock hours

Students who participate in this two-day program will walk away with a better understanding of plumbing & pipefitting troubleshooting, repair and maintenance for plants and facilities. The course covers the necessary requirements to follow code and safety regulations while providing the student with a practical foundation to quickly identify problems and solve them on their own, whether it's a low-pressure water supply line problem, drippy valve or a clogged drain trap. Emphasis is given to common and real-world issues as well as establishing best practices and processes for dealing with plumbing & pipefitting maintenance.

Predictive Maintenance and Condition Monitoring – 16 clock hours

This course provides the fundamentals of Predictive Maintenance and Condition Monitoring applicable to facilities and manufacturing production lines. With ever increasing demands from top management to accomplish more work and decrease operating costs, investing in predictive maintenance and condition monitoring tools makes more sense today than ever before. While many organizations still rely heavily on time-based, preventive maintenance, it's a proven fact that condition-based monitoring increases personnel productivity, reduces equipment downtime and saves money. Predictive Maintenance (PdM) & Condition Monitoring will provide students with a framework to make the right decisions on what equipment needs condition monitoring, what technologies to use to meet their needs and how to measure the effectiveness of their decisions. In addition to exposing students to the principles and options for a

program, they will learn about real world applications that have benefited other successful maintenance programs.

Pump Repair and Maintenance - 16 clock hours

This two-day hands-on Pump Repair course is designed to bring students up to speed in their knowledge of field pump repair, maintenance and servicing as quickly and efficiently as possible. This course is suitable both for novice technicians seeking the fundamentals of pump repair as well as experienced technicians seeking skills improvement or a refresher. The course covers pump design, types, and parts, common causes of pump failure, repair techniques, and predictive maintenance for pumps. The goal of the course is to ensure that students understand the causes of pump failure, how to bring pumps back to life when they fail, what they should learn from those incidents, and how to reduce the risk of future failures.

Pumps & Pump Systems: Specification, Installation & Operation - 16 clock hours

This two-day Pumps and Pump Systems course emphasizes centrifugal pumps and the systems that run them. The course is geared toward maintenance technicians with responsibility for pump specification, installation, and operating efficiency at their facility. This course begins with basic pump functions and features so that students can learn how to properly specify a pump for a given system, followed by pump selection, proper system design, pump installation, Students move on to how to select the right pump, then proper system design, and pump installation, maintenance, failure analysis, and condition monitoring.

Steam Systems Safety, Maintenance, & Optimization - 16 clock hours

Steam Systems are not only one of the biggest consumers of energy in most plants or facilities, but they can also be hazardous to work on or around if proper care is not taken. This 2 day seminar on steam systems maintenance will teach you how to keep your steam system working efficiently and how to fix common problems and work safely. Emphasis is given so that a maintenance technician can quickly identify and solve common problems in steam systems and take corrective actions to reduce energy loss.

Troubleshooting Essentials – 16 clock hours

Troubleshooting is at the core of plant and facility maintenance, and the core principles and practices of troubleshooting apply to nearly any maintenance task, from electrical to HVAC to pumps and motors. This highly versatile 2-day course, suitable for any maintenance role, provides the building blocks to apply a consistent troubleshooting methodology to any common equipment problem. Students who complete the course will be equipped with techniques they can put into practice immediately to reduce downtime in their facility.

Understanding & Troubleshooting Hydraulics - 16 clock hours

Being able to operate, maintain, and troubleshoot your own hydraulic equipment and systems starts with simply understanding how and why all the various components work. This hydraulic repair and troubleshooting seminar provides the basic building blocks and knowledge needed to be proficient working with industrial hydraulics and fluid power.

Variable Frequency Drives - 16 clock hours

This two-day hands-on Variable Frequency Drives course introduces the student to the world of variable frequency drives and their applications in industrial plants and commercial buildings. Students will learn how to improve VFD control and efficiency, troubleshoot and fix VFDs, reduce equipment downtime, and eliminate chronic VFD problems. Students will perform hands-on activities with a real-life variable frequency drive. Students will input motor data into the variable frequency drive, set parameters for speed control and overcurrent protection, and check fault codes. Students will complete the course with the ability to lower the cost of VFD operation, thus alleviating the need for hiring costly outside service contractors, all while establishing a culture of safe work practices among employees.

TPC Training Organizational Chart