



SkillCat

Learning Plans for Every Level Tech

**Let Grace Hill's curated learning plans take your multifamily
or commercial maintenance team from novice to pro.**

Developing a skilled and confident maintenance team has never been easier. Grace Hill provides curated learning plans within the SkillCat mobile app, helping you develop every technician on your team. Whether they're just starting or perfecting their craft, our learning plans provide the foundational skills and advanced system expertise to tackle maintenance requests with confidence.



**Maintenance Tech
Safety First**



**Maintenance Tech
Level 1**



**Maintenance Tech
Level 2**



**Maintenance Tech
Level 3**



**Maintenance Tech
Level 4**



**Maintenance Tech
Level 5***

*Maintenance Tech - Level 5 is designed specifically for CRE properties.

Multifamily Learning Plans

Curated maintenance plans to support your team's growth.

Click on each learning plan to see specific courses.



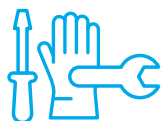
Safety First

This foundational training focuses on comprehensive safety practices, including personal safety, fire prevention, bloodborne pathogens, and customer interaction. It equips maintenance techs with the knowledge and habits needed to maintain a safe and professional environment, ensuring both individual and team well-being for multifamily real estate organizations.



Multifamily Maintenance Tech - Level 1

This training plan is perfect for techs who are just starting out. It covers basic maintenance tasks, including completing make-readies, assisting with preventive maintenance, and reading blueprints. With a focus on foundational skills, this plan sets your team up for success from day one.



Multifamily Maintenance Tech - Level 2

This training plan is for techs with some industry experience who are ready to take their skills to the next level. It focuses on essential maintenance tasks like simple plumbing and appliance repairs and builds confidence to independently handle service requests.



Multifamily Maintenance Tech - Level 3

This training plan is tailored for technicians who can already handle make-readies and basic service requests. It offers an in-depth focus on advanced systems, including refrigeration, heating, and airflow. These courses will empower your team to confidently tackle more complex maintenance needs.



Multifamily Maintenance Tech - Level 4

This plan is intended for seasoned technicians who are ready to master their craft. It offers additional training to successfully handle most service requests without external contractors.



CRE Learning Plans

Developed specifically to support commercial properties.

Click on each learning plan to see specific courses.



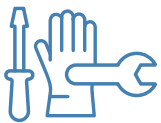
Safety First

This foundational training focuses on comprehensive safety practices, including personal safety, fire prevention, bloodborne pathogens, and customer interaction. It equips maintenance techs with the knowledge and habits needed to maintain a safe and professional environment, ensuring both individual and team well-being in commercial real estate settings.



CRE Maintenance Tech - Level 1

This training plan is designed for techs new to commercial maintenance. It covers essential safety practices, foundational skills like using hand tools, basic mechanics, and introductory maintenance tasks such as piping and painting. This level ensures a solid start by building confidence and safety awareness in daily tasks.



CRE Maintenance Tech - Level 2

Ideal for techs with some experience, this level focuses on building expertise in mechanical systems and electrical fundamentals. Courses include HVAC basics, refrigeration theory, and troubleshooting mechanical systems. This plan helps techs advance their skills to handle more complex building systems.



CRE Maintenance Tech - Level 3

This level is designed for techs ready to dive into advanced building systems. It introduces commercial systems like air handling, gas furnaces, and gas boilers, emphasizing compliance and system-specific knowledge. Techs at this level gain the expertise needed to manage and maintain specialized building systems.



CRE Maintenance Tech - Level 4

This training plan is for techs tackling complex systems and advanced equipment. It includes courses on packaged rooftop units, chillers, and troubleshooting air handling systems. This level prepares techs to manage the intricacies of commercial building systems with confidence and precision.



CRE Maintenance Tech - Level 5

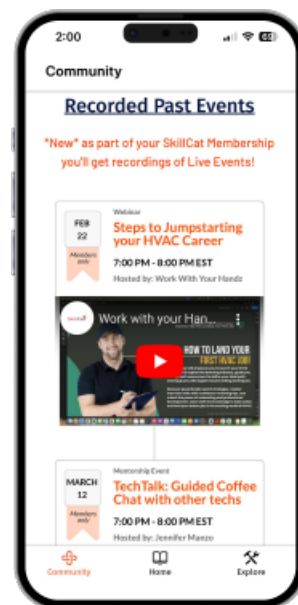
The pinnacle of our commercial maintenance training path, this level focuses on mastery and advanced troubleshooting. It covers chiller systems, seasonal overhauls, control systems, and computer room air conditioning. Techs completing this plan are equipped to independently manage, diagnose, and maintain the most complex commercial systems.

Curated Training Plans by Trade

Grace Hill also provides training plans to grow specific trade skills. Whether boosting plumbing expertise to reduce contractor reliance or leveling up in another area, these curated plans make it easy to assign the trade-based courses and level your techs' needs.

- Appliances
- Construction
- Electrical Basics
- Electrical Intermediate
- HVAC Fundamentals
- HVAC Commercial
- HVAC Residential
- Mechanical Basics
- Plumbing Basics

SkillCat also provides EPA 608 certifications, including Type I, Type II, Type III, and Universal) as well as the NATE Ready-to-Work Certificate.



Invest in Your Techs or Someone Else Will.

Providing your maintenance team with essential tools for success can help employees feel valued and, ultimately, reduce turnover rates.



39%

Average Onsite
Maintenance Turnover¹

76%

of employees

say they are more likely to
stay with a company that
offers continuous training.²

Find out how Grace Hill can help turn your new hires into experts.

¹ National Apartment Association (NAA), 2023
² Society for Human Resource Management (SHRM), 2022