



SERVICE TECHNICIAN PROGRAM FAQ

FOR MANAGEMENT COMPANIES.

Q: When is the program set to take place?

A: The classroom portion of the program will take place September 14th – 22nd. The onsite, 30-day apprenticeship will take place following the classroom trainings. Upon completion of the apprenticeship and graduation of the program, candidates will be eligible to be hired on, full-time, or by another management company enrolled in the program.

Q: Do we need to enroll in the program to host/be able to hire a candidate?

A: Yes. Management Companies interested in hiring a candidate for a 30-day paid apprenticeship must complete the interest form and pay a \$1,500 fee to IAA.

Q: Will candidates have undergone a drug and criminal screening?

A: Candidates must pass a criminal background screening prior to being admitted into the program. Any additional screenings will be left to the discretion of each individual management company.

Q: Will candidates have earned their any certifications through the program?

A: No, candidates will not earn this certification through the Service Technician Program. However, management companies are encouraged to enroll their hired candidate into CAMT within one year of hiring as well as enroll in EPA/CFC within 18 months of being hired.



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Q: What are the management company's responsibilities during the 30-day apprenticeship?

A: Each participating management company will have the opportunity to interview candidates for the 30-day apprenticeship following completion of the classroom portion of the program. Each week, IAA will send the onsite supervisor a weekly checklist that MUST be completed and sent back to IAA. Completion of all the checklist items and the full 30-day apprenticeship will qualify the candidate for graduation from the program. Following graduation, candidates may be hired on full-time or by another management company enrolled in the program.

Q: Does the apprenticeship need to be paid?

A: Yes, each management company will be expected to pay the candidate between \$12-\$15/hour for the length of the 30-day apprenticeship.

Q: Would the apprenticeship properties need to be in Marion County and surrounding area?

A: IAA anticipates majority of prospective candidates to be from Marion County and the surrounding area.

When candidates apply, they are expected to list their geographic preference for the 30-day apprenticeship. IAA will work to pair candidates and management companies based on geographic location and availability.

Q: Will this program reopen enrollment in the future?

A: This is our first year offering the program and we hope to continue to offer the program in the future by opening enrollment possibly twice a year.

For more details on the program and how your management company can get participate, visit our website www.iaaonline.net/service-tech/ or contact IAA at iaa@iaaonline.net.