

Team Horner®
Continuing Education/Training Handbook
2024



Team Horner® Continuing Education/Training Handbook

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Introduction

TEAM HORNER® is a family of Companies focused in different areas within the Swimming Pool and Spa industry worldwide.

Strategic priorities include promoting the growth of the swimming pool industry and the dealers within businesses served, while continuously operating more effectively. By executing these strategies, Team Horner strives to achieve its mission of providing exceptional value to its customers and suppliers.

Under leadership from the Director of Education, Continuing Education and Training (CE/T) programs provide quality educational opportunities as designated by the Construction Industry Licensing Board (CILB) of the State of Florida or as requested by manufacturing partners in the form of workshops, webinars, online courses which enable professionals to increase knowledge and skills and maintain compliance with industry standards.

Team Horner Mission and Values

Working Together...Growing Together...Winning Together

Working Together means:

- Treating everyone with mutual respect and appreciation.
- Being honest and ethical in all activities.
- Personally sacrificing for the benefit of the Team.
- Open, honest feedback on behavior and performance.
- Have a Positive Mental Attitude.

Growing Together means:

- Continuous self-renewal and self-improvement – spiritually, mentally and physically.
- Opportunities to learn, take risks, and succeed or fail.
- Creatively solving problems and pursuing opportunities.
- Willingness to leave our comfort zones.
- Selecting top talent to join the Team.

Winning Together means:

- Exceeding our customer's expectations every single day.
- Partnering with our suppliers.
- Creating synergy within all parts of the Team.
- Sharing in Team profits and success.
- Having a fun and enjoyable quality of life.

The Continuing Education and Training Program supports the mission and values of Team Horner® through the provision of education events for employees, contractors, professionals within the pool and spa industry that exceed learner's expectations.

Administration

Administration of Continuing Education and Training (CE/T) services is under the leadership of Laura Castanza, Director of Education for Team Horner in partnership with the Director of Human Resources, Jenny D'Ugard. Management responsibilities delegated by Dr. Bill Kent, Chief Executive Officer of Team Horner, include establishing policy and procedures that support CE/T programs, curriculum development, approval of content and materials, instructor selection, analysis of program efficacy, awarding credit, state level reporting and records maintenance.

Various individuals across the organization provide support for CE/T programming under the leadership of the Director of Education.

The CEO receives regular updates about CE/T programming from the Director of Education through regularly scheduled and informal meetings and reports. Annually, the efficacy of the CE/T program is reviewed with the individuals who comprise a Continuing Education Advisory Committee. This review is led by the Director of Education, Laura Castanza, and includes the following individuals: Dr. Bill Kent, CEO, Maria de la Peña Hoff, Events Marketing Director, Michael Nelson, Director of Operations Excellence, and course instructors (as available). This review includes course/program outcomes and evaluations, recommended changes, policy and procedures. Any new courses are developed and approved in response to an identified need and target audience.

Accreditation/Authorization

Team Horner® is a family of companies, and within that group HornerXpress® is approved as an Education Providership (#0001103) by the Construction Industry Licensing Board (CILB), Division of Professions, Bureau of Education and Testing Continuing Education Unit, of the Florida Department of Business and Professional Regulation.

All courses offered through the CE/T program must be approved by the CILB and taught by subject matter experts. Each course approval from the CILB is for a three-year period.

Maintenance of Records

Pursuant to Section 455.2178(1), Florida Statutes, education providers must electronically submit licensee course completion information to the department, through the Online Education Reporting portal, no later than 30 calendar days thereafter. However, the continuing education provider shall electronically report to the department completion of a licensee's course within 10 business days beginning on the 30th day before the renewal deadline or prior to the licensee's expiration date, whichever occurs sooner.

Team Horner utilizes the TalentLMS (talentlms.com) as a learning technology platform for the delivery of all online and hybrid courses. All records of participation and credits awarded are maintained by Team Horner. Electronic records are maintained securely by TalentLMS on

encrypted servers which are accessible only by the Director of Education and designated personnel. Hard copy records are scanned and maintained by the Director of Education in secure server hosted by Team Horner Group. Records are maintained for a minimum of seven years.

Authorization for Release of Information/Privacy of Records

Team Horner maintains continuing education/training records for a minimum of seven years post completion of the training activity. Learners may request a transcript of records for personal use. Records may only be released to a third party with written consent of the participant. This written authorization must be provided to the Director of Education. Requests must include the records to be released and the name, address, phone number and any other contact information for the third party recipient.

Intellectual Property Rights

Materials used in connection with this course may be subject to copyright protection. Materials may include, but are not limited to: documents, slides, images, audio, and video. Course materials are only for the use of enrolled participants for purposes associated with this course and may not be retained for longer than the class term. Unauthorized retention, duplication, distribution, or modification of copyrighted materials is strictly prohibited by law and Team Horner policy. Violations are referred to the Director of Education and/or Director of Human Resources for review and may be grounds for termination of participation. Educational content that is developed by Team Horner for the purpose of a CE/T learning event remains the property of THG.

Proprietary Interests & Representation Policy

Team Horner will disclose, in the marketing materials prior to any learning event, an instructor's proprietary interest in any product, instrument, device, service, or material to be discussed during the learning event, as well as the source of any third-party compensation related to the presentation.

This policy applies to all instructors including those who are Team Horner Group team members and independent contractors. Team Horner Group references instructor proprietary interests in instructional materials it publishes. Team Horner Group retains the right to review and approve branding associated with any proprietary interests. Instructor/instructor's employer branding will be limited.

Instructors do not promote the exclusive use of any commercial product in published instructional materials or during instruction. An instructor's discussion of their proprietary interests during instruction is limited to relevant contexts and includes consideration of alternative products or companies that are comparable to the instructor's. Team Horner Group makes no claim to proprietary interests disclosed in the course.

Immediately upon being assigned to present a learning event, a team member/instructor must disclose any existing proprietary interests relevant to the instructional assignment to the Director of Education. If an instructor acquires a proprietary interest after marketing materials have been produced and distributed for a learning event affected by this policy, the instructor shall provide and document written disclosure to learners at the beginning of the course. Such disclosure shall be documented in the record of the learning event. Examples of appropriate documentation include a written statement distributed with handouts, or a statement included on one of the early slides in a slide presentation.

No instructor may present or assist in presenting a CE/T learning event until all pertinent proprietary interests have been disclosed to the Director of Education and learners as provided in this policy. Violations are referred to the Director of Education and/or Director of Human Resources for review and may be grounds for termination of participation.

Americans with Disabilities Act (ADA)

It is the policy of Team Horner to comply with all federal and state laws concerning persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC).

In compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAA) Team Horner does not discriminate against individuals with disabilities in the provision of continuing education or training programs and will provide reasonable accommodations to instructors and individuals.

Individuals that need accommodations must notify the Director of Education upon employment or registration for a continuing education or training program. When appropriate, the Director of Education may request the individual's permission to obtain additional information from their physician or other medical or rehabilitation professionals.
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Anti-Discrimination Policy

Team Horner Group is committed to providing an environment that is free of unlawful harassment and discrimination. All forms of unlawful harassment and discrimination, which includes discrimination/harassment on the basis of religion, race, color, sex/gender, national origin, marital status, citizenship status, uniform service status, age, genetic information, sexual orientation, disability or any other category protected by applicable state or federal laws, are strictly prohibited. This policy is applicable to all employees, customers, vendors, suppliers, independent contractors, and others doing business with or on behalf of Team Horner Group.

The Company prohibits managers, supervisors and employees from harassing any employee as well as the Company's customers, vendors, suppliers, independent contractors and others doing business with the Company. Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. In addition, the Company prohibits its customers, vendors, suppliers, independent contractors and others doing business with the Company from harassing our employees.

If an employee observes inappropriate conduct by another employee, supervisor, manager or non-employee, they should report the incident immediately to the Human Resources Director or a Vice President. Appropriate action will also be taken in response to violation of this policy by any non-employee.

Copyright

Materials used in connection with Continuing Education/Training may be subject to copyright protection. Materials may include, but are not limited to: documents, slides, images, audio, and video. Materials used in CE/T courses are only for the use of participants enrolled in the course, for purposes associated with the course, and may not be retained for longer than the course term. Unauthorized retention, duplication, distribution, or modification of copyrighted materials is strictly prohibited by law. Violations are referred to the Director of Education and/or Director of Human Resources for review and may be grounds for termination of participation.

Instructor Credentials & Requirements

Instructors of Continuing Education/Training events at Team Horner are subject matter experts and, where applicable, fully certified in their field of expertise. The Director of Education approves instructors for CE/T courses. Team Horner Group members and Independent Contractors must meet the following criteria for approval:

- Team Horner Group members must be employed full or part-time for a minimum of six months;
- all instructor candidates must demonstrate evidence of subject matter expertise through work experience, training, education, or certification (as applicable) as documented in a resume;

- any guest instructors invited to provide additional perspective or content expertise must also demonstrate evidence of subject matter expertise;
- disclose any proprietary interest in any product, instrument, device, service, material to be discussed in the learning event, to include any third-party compensation, according to the **Proprietary Interests & Representation Policy**;
- comply with all participant and instructional policies to include attendance, record keeping, assessment and evaluation requirements.

Registration for Continuing Education/Training Events

Registration for Continuing Education and Training events is online through the Team Horner website at www.teamhorner.com/events. Payment is due at the time of registration.

Registrants for in-person courses receive a confirmation email confirming attendance and schedule; participant questions are directed to the Director of Education. Proof of Identification is required at the time of check-in for the event.

Online course registrants receive confirmation of enrollment and a direct link to the course module, along with username and password. Participants can change their password upon login. Online participants must upload Proof of Identification to the online course Learning Management System (LMS) prior to beginning course work.

Refund/Cancellation

A full refund (100%) of registration/course fees will be issued if an event is canceled by Team Horner.

Individual participants may request a refund of registration/course fees by emailing the Director of Education prior to the start of the event. Refunds are processed back to the original payment method.

Participants who do not submit notification twenty-four hours prior to the start of a learning event are ineligible for a refund of registration/course fees.

Course Format

CE/T courses can be offered in three formats: **in person, online, or hybrid**.

In Person: Instructor and students are in attendance, in person for the learning event. Remote learners may join via Zoom. Technology may be used as a platform for real-time learning activities, course assessments and student evaluations. This is a *synchronous* course with all participants attending during a specific scheduled time, with real-time assessment.

Online: Course content is delivered fully online via pre-recorded video or other form of content provided in the Learning Management System. Online assessments verify student learning. This is *asynchronous* with the expectation that individuals work at their own pace. Upon completion of the course modules and assessments, students are notified of successful completion and credit earned. Those who do not successfully complete may review materials and retake assessments until learning objectives are achieved.

Hybrid: A hybrid course combines *synchronous* and *asynchronous* elements. In this format, student learners may be assigned course readings or course assignments to complete on their own time and also be required to attend learning sessions in real time, online or in person. Instructional methods are mixed. Students are informed of requirements for successful completion and credit earned. Those who do not successfully complete may review materials and retake assessments until learning objectives are achieved.

Calculation of Credit Awarded

For in person learning events, the number of continuing education/training hours awarded is based on the amount of time (minutes) spent in actual instructional/learning activities. Breaks, non-working lunches, pictures or award ceremonies, and other non-instructional time (non-allowable activities) are not included in the calculation of CEU's.

In the awarding of credit for the Construction Industry Licensing Board (CILB) in the State of Florida, one continuing education unit is awarded for one contact hour (50 minutes of instructional activity). 1 hour = 1 CE.

The calculation of continuing education units awarded under the Standards of the International Accreditors for Continuing Education and Training (IACET) is one continuing education unit (CEU) equals 10 contact hours of learner interaction with the learning content to include classroom, self-paced instruction, pre/post assignments, and/or homework in support of a learning outcome. CEU's are rounded to the nearest tenth. For example: One hour of instruction (60 minutes) is divided by 10 resulting in .1 IACET CEU.

The amount of credit awarded for successful completion of the requirements of an instructional activity is documented in marketing, registration, and course materials.

Attendance & Participation Requirements

Online participants must upload Proof of Identification directly to the online learning system for instructor verification purposes. Acceptable forms of identification are a state ID or driver's license.

In-person participants sign in on the course roster, provide Proof of Identification and verify accuracy of full name, email, address and phone number with credentials used at the time of registration. Acceptable forms of identification are a state ID or driver's license.

To receive continuing education/training or class credit, participants are required to:

- be present for the entire course; and
- successfully pass assessment of learning outcomes according to established requirements.

Continuing Education/Training Completion and Certification

Upon successful completion of course requirements and learning outcomes, participants are notified of completion in person, via email communication, or through the LMS. The Director of Education:

- is responsible for informing participants of successful completion and credit awarded;
- providing certificates of completion;
- submitting licensee course completion information to the Construction Industry Licensing Board (CILB) of the Florida Department of Business and Professional Regulation (DBPR).

Individuals who do not meet learning outcomes as assessed at in-person events are notified at the end of the learning event: If assessment is formative, individuals may retake the course to demonstrate meeting learning outcomes. If the assessment is summative, individuals may retake the course and assessment. Individual accommodations may be provided upon consultation with the Director of Education for alternative assessment methodology (for example, paper assessment or in person verbal assessment).

Records are maintained by Team Horner for seven years post attendance and completion.

Technology Requirements

Instructors and participants must have access to a computer and have reliable internet for any online or hybrid CE/T event. Many workplaces that have restricted internet access and firewalls or other security measures may prohibit access to external technology platforms.

Hardware requirements include speakers/soundcard and webcam with microphone. Mobile devices may not meet the requirements for participation in online or hybrid programs; participants will need access to a computer.

Technology Support

The Director of Education is the first point of contact for instructors who require technology support or assistance. During an instructional session, the instructor is the first point of contact for participants. The Director of Education, in collaboration with the Technology Team, will fulfill all support and assistance needs.

For online or hybrid courses, participants may send an email help request; these email requests are routed to the Director of Education for resolution.

Email requests for assistance receive priority attention with any technology concerns addressed within a 24-hour window.

Course Catalog

Continuing Education/Training courses are provided from the collection of the Horner Institute of Technology & Training (HITT) offerings. CEU's may be awarded as approved by the CILB of Florida and/or awarded under the Standards of the International Accreditors for Continuing Education and Training (IACET). Individual courses may be offered as stand-alone events, within the Career Advancement Program (CAP) or the Master Pool Professional (MPP) certificate program. All registration is through the Team Horner website and details of CEU's awarded and providership/accreditation approval are included in marketing communications and course materials.

CILB Approved Courses	CILB Course Number	Credits Awarded	IACET Credits
Are You Making a Profit?	0007815	2	TBD
	0001841	3	
AutoPilot Flight School: ECG Technical Training	0010599	7	TBD
Best Kept Secrets of Business Growth	0007825	2	TBD
Building a Winning Team through Inspirational Leadership	0613545	1	TBD
	0612940	2	
Bullet Proof Marketing	0612626	2	TBD
Certified Pool Operator	0008936	16	TBD
Chapter 489 Contractor's Responsibilities	0608525	1	TBD
	0613549 OL	1	
Chemicals & Automatic Sanitizing Devices	0008937	2	TBD
	0008859	3	
Chlorine Generators	0610001	1	TBD
	0610002	2	
	0610003	3	
Collections & How to Achieve Results	0007823	2	TBD
	0001843	3	
Digital Presentations: Tips & Tricks	0612624	1	TBD
Electrical & Automatic Controls	0007819	2	TBD
	0001848	3	
Employee Practices: Hiring & Retention	0007805	2	TBD
	0001844	3	
Four Best Kept Secrets of Business Growth	0007824	1	TBD
Heat Pumps	0610000	1	TBD
	0609999	2	
	0609998	3	
	0609997	6	
High Impact Decision Making	0609070	1	TBD
Hiring for Talent	0007810	1	TBD
	0007822	2	

CILB Approved Courses (cont.)	CILB Course Number	Credits Awarded	IACET Credits
Hydraulics	0008862	2	TBD
	0613546 OL	2	
	0008860	3	
Integrating Wellness in the Workplace	0612895	1	TBD
	0612896	2	
Know Your Past, Grow Your Market	0612623	1	TBD
	0612627	2	
Pool Cleaners & Accessories	0008863	2	TBD
	0008865	3	
Pool Finishes	0007809	2	TBD
	0001846	3	
Pool Heating	0007818	2	TBD
	0001849	3	
Pool Water Mysteries	0614205	2	TBD
Pumps & Filters	0007807	2	TBD
Repair & Renovation	0007808	2	TBD
	0001845	3	
Sales & Marketing	0007816	1	TBD
	0007817	2	
	0001842	3	
Spas & Support Equipment	0008854	2	TBD
	0008864	3	
Spirit of the Game: Employee Retention	0007811	2	TBD
Swimming Pool Electrical	0612754	1	TBD
	0612753	2	
Swimming Pool Filtration	0008858	2	TBD
	0008861	3	
Swimming Pool Pumps & Filters	0001838	3	TBD
Swimming Pool & Spa Solutions in Chemistry	0007821	1	TBD
	0007820	2	
	0001847	3	
Sustainability Strategies	0609071	1	TBD
Team Building/10 Secrets of Business	0001839	3	TBD
	0007814	4	
Technological Advancements in Swimming Pool Heating	0609072	2	TBD
The Heart of Retail Success	0612625	1	TBD
Turning Green to Gold: Financial Sustainability Strategies	0609073	1	TBD
Workplace Safety	0007803	1	TBD
	0613544 OL	1	
	0003573	1.5	
Workers Compensation	0007812	1	TBD
	0613550 OL	1	
	0006455	1.5	

Career Advancement Professional Courses
Automation Pentair
Automation Zodiac/Fluidra
Business Strategies for Distribution
Effective Communication
Electrolytic Chlorine Generation
Health Code 64E-9 and Commercial Equipment
Hydraulics I, II, III, IV
Hydraulics & Pump Technology
Mechanics of a Swimming Pool
Salt & Heat
Solving Pool Water Mysteries
Water Chemistry
Water Safety Today ARC

Master Pool Professional Courses
Welcome to the Pool & Spa Industry
Calculating Total Dynamic Head
The Basics of Hydraulics
Pool & Spa Filtration
Pool & Spa Safety
Pool Volume
Surge Tanks
Turnover, Flow Rate & Total Dynamic Head
Types of Pool Construction
Velocity
Water Chemistry I-III

Authorization for Release of Information Form

Team Horner® maintains continuing education/training records for a minimum of seven years post completion of the training activity. These records may only be released to a third party with written consent of the participant. This written authorization must be provided to the Director of Education. Requests must include the records to be released and the name, address, phone number and any other contact information for the third party recipient.

Contact Information:

Full Name:

Address:

Phone:

Email address:

Records to Release (please specify title/date):

Recipient Contact Information:

Name:

Address:

Phone:

Email Address:

My signature below authorizes the release of the requested continuing education/training record as documented above. (s) as documented above.

X _____
Name/Date

Please return form to Director of Education: icastanza@teamhorner.com