



Pool & Hot Tub Council of Canada

Those connected with the aquatic leisure industry can upgrade their skills through training and education offered by the Association. The following short courses are available directly from the PHTCC:

Pool Installation 101 (Level - Beginner): Pool Installation 101 is an introductory course covering the basics of inground pool installation. Students will learn the fundamentals of swimming pool construction, from the preparation of the contract to the completion of the project. This course is intended for new construction staff, but will also be beneficial to other personnel within the company such as retail and service personnel. The knowledge gained from the Pool Installation 101 course will raise the overall level of expertise within your operation resulting in improved customer service.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Safety in our Backyards (Level - All): This short course teaches the facts about unintentional fatalities in hot tubs and backyard pools over the past 20 years in Canada, importance of latched fences for backyard pools, importance of active supervision anytime children are near water, safety tips for users and owners of hot tubs, what your role could be in preventing fatalities during use of your products.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Water Chemistry 101 (Level - Beginner): This short course teaches how to create the ideal water balance for pools and spas (i.e., a clean environment, preserving equipment long term). Properly disinfect water and oxidize the pool effectively. Control the pH level and total alkalinity. Make use of stabilizers. Evaluate available chemical sanitizers and assess alternative disinfection methods (salt water generators, UV, etc.)

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Pool Operation (Level - Beginner): This course will cover the basics of swimming pool maintenance, including opening and closing procedures, troubleshooting, and leak detection.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Water Discharge (Level - All): This short course addresses requirements specific to the operation, maintenance and seasonal closure of pools, hot tubs and spas. The information supplied in the classroom provides direction to pool owners and service personnel in the proper treatment of discharged water, and ensures that procedures followed comply with Sewer Use By-laws prevalent in certain communities across the country.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Hot Tub/Spa Service and Maintenance (Level - Beginner): This course is designed to help develop understanding of staff through the lifecycle of spa and hot tub ownership. From installation right through to ensuring users' enjoyment and experience by minimizing problems through the maintenance process. This is accomplished with feedback from many sources throughout the industry to help avoid common pitfalls and address users' wants and needs.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Automation - Basic Operation and Programming (Level - Intermediate & Advanced): This course will teach you the basics of automation including the principles and applications. In addition you will be taught how to operate and perform basic programming for the most common systems currently in use.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Spa Pack & Pump Troubleshooting (Level - All): Students will learn how to effectively maintain and service spa packs and how to identify pump problems and correct them.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Pool/Spa Handover Short Course (Level: All):

Any family purchasing a new swimming pool is looking forward to years of fun and recreation in a safe backyard environment. Providing the owner with general information on how a pool operates, supporting documentation, and some basic water safety tips will ensure a pleasant experience for all concerned going forward. This serves to cement the link between you and your client and helps pave the way for a long term customer/supplier relationship. This course will provide the builder with what they need to know to ensure that the handover of a new pool (or spa) will be successful. A positive experience does wonders for the reputation of the company and industry!

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Pool Inspection (Level: To qualify to take this course, the individual will have had to have successfully completed the following PHTCC short courses: Water Chemistry 101, Pool Installation 101, Pool Operation 101 and Backyard Water Safety.):

This course will guide students on what to check for when performing an inspection, including equipment and basic structure. It will also cover how to ensure that all components are working properly. And learn how to explain the results of the inspection to the owner in layman's terms.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Hot Water Chemistry (Level - All): Running spas/hot tubs/whirlpools at temperatures in excess of 37 degrees C. brings about special challenges for operators. This course will teach operators how to properly sanitize spa water, keeping it free of harmful micro-organisms. Students will learn how to measure and maintain chemical properties (i.e., pH, total alkalinity, hardness) in proper equilibrium.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Tips, Techniques & Tricks of the Trade (Level - Intermediate & Advanced): High productivity in this day and age is a key to success. And there are some fairly simple and ingenious ways to save time and improve overall efficiency in the aquatic recreation industry. Students will learn a number of effective short cuts from experts in the field, experts who have gained considerable knowledge over many years in constructing, maintaining and servicing swimming pools and hot tubs. It is indeed possible to build a better mousetrap!

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Marketing and Merchandising for the Modern Pool and Spa Retailer: Marketing and merchandising techniques to retail professionals. Topics: Retail Environment (Lighting, Acoustics, Signage), Product Positioning, Advertising, Online Presence, Combatting Mass-Merchandisers & Online Retailers, Handling Customer Reviews.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Pool Installation 201 (Level - Intermediate & Advanced): The Pool Installation 201 course builds upon the knowledge derived from the introductory 101 course and is intended for more experienced construction personnel who wish to enhance their existing skill sets. The course material has been developed with input from builders and manufacturers throughout the industry and will delve into the intricacies of various inground pool construction techniques. The combined curricula of these two pool installation courses will provide you with the tools necessary to develop an in-house “train the trainer” program.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Water Chemistry 201 (Level - Intermediate & Advanced): Building on the popular introduction to water chemistry 101, this course will focus on more challenging situations, helping develop problem solving skills around the pool and its environment. The aim of this course is to make the material available to all appropriate staff in order to enhance the level of understanding and quality of service within your organization.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Business Concepts (Level - Intermediate & Advanced): The Business Course is intended for Supervisory and Management employees. It will address such topics as logistics, human resource management, communication, basic financial tools (such as margin vs. markup), efficiency (i.e. - it is easier to save a dollar than make a dollar etc.), client complaint handling, inventory management.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Hydraulics (Level - Intermediate & Advanced): This short course teaches the basics of water circulation, including how to right-size pumps for pools and spas of all sizes and shapes. The benefits of multi-speed and variable speed pumps. Alternative ways to circulate water through filtration systems. How to optimize the turnover rate. How to calculate surface area and the ideal diameters of piping for specific applications.

Member Price: \$25 CDN
Non-Member Price: \$100 CDN

Registration Form

Company: _____ Member #: _____
 Name: _____ E-mail: _____
 Address: _____ Phone: _____
 City: _____
 Province: _____
 Postal Code: _____

Courses	Member Rate (CDN) \$25.00	Non-Member Rate (CDN) \$100.00
Pool Installation 101		
Safety in our Backyards		
Water Chemistry 101		
Pool Operation		
Water Discharge		
Hot Tub/Spa Service and Maintenance		
Automation - Basic Operation and Programming		
Spa Pack & Pump Troubleshooting		
Pool/Spa Handover		
Pool Inspection		
Hot Water Chemistry		
Tips, Techniques & Tricks of the Trade		
Marketing and Merchandising		
Pool Installation 201		
Water Chemistry 201		
Business Concepts		
Hydraulics		
Subtotal		
Applicable taxes		
Total		

Registration Total: \$ _____ CDN (Note: Course and material fees are not refundable)

Cheque Enclosed _____ Credit Card: Visa ___ Mastercard ___ AMEX ___

Card #: _____

Name on Card: _____

Expiry Date: _____ CVC _____

Signature: _____

Kindly submit your registration form with payment to the Pool & Hot Tub Council of Canada:

Fax: 905-458-7037 Mail: 5 MacDougall Dr. Brampton, ON L6S 3P3