



NEW HIRE ONBOARDING PLAN

# Multi-Family Maintenance Technician



## Building a Smarter, Safer Workplace

In multifamily property maintenance, there's pressure for every new hire to get up to speed quickly. The first 90 days make or break their success, but many onboarding programs still rely on job shadowing, paper manuals, or waiting for the "right" real-world scenarios to happen. It can slow everything down.

Interplay Learning changes that.



Instead of pulling your top performers away from their work to cover the basics with new techs, Interplay provides a platform for new hires to learn essential systems, safety protocols, and troubleshooting fundamentals on their own in a simulated environment that feels like the real thing.

Supplementing your onboarding plan with Interplay Learning's immersive, simulation-based training means your new hires can practice hands-on in a virtual environment starting day one. This type of blended learning provides several benefits, such as:

- Giving new hires engaging, hands-on training while keeping them safe.
- Ensuring new hires learn the basics on their own, so that your top employees only focus on training activities that require advanced knowledge and nuance.
- Providing diverse troubleshooting practice without waiting for equipment failures or specific worksite scenarios.
- Cross-training for multiple job tasks, like HVAC, plumbing, electrical appliances and more.

Here is what an onboarding plan can look like when you have Interplay Learning as a resource for your team.

### Onboard Your Technicians With Blended Learning

Combine videos, immersive simulations, and on-the-job shadowing for a well-rounded onboarding that prepares new hires to earn key credentials and be job-ready faster.



**Hands-On  
Skill Building**



**Built-In  
Credential Prep**



**On-the-Job  
Shadowing**





## 90-Day Onboarding Plan with Interplay Learning

### WEEK 1: FOUNDATIONS IN SAFETY AND COMPANY CULTURE

This initial week is focused on establishing the minimum acceptable safety and compliance level and ensuring administrative overhead is completed immediately. By completing Lockout/Tagout and Safety Basics training, the new hire gains an awareness of critical workplace hazards, thereby reducing your liability and risk from serious accidents. The orientation and assessment activities prepare them for the structured learning ahead and clarify company expectations.

#### Company Orientation

- ☐ Complete all HR paperwork and benefits enrollment.
- ☐ Receive company ID, access badges, and necessary IT equipment.
- ☐ Introduction to company mission, vision, and core values.
- ☐ Review the property's emergency response, fire safety, and evacuation plan.
- ☐ Shadow the Maintenance Supervisor for a full half-day introduction to the property layout, key personnel, and maintenance shop.

#### Interplay Learning Courses

- ☐ Complete the [Interplay Learning Navigation Guide](#) to learn how to use the training platform.
- ☐ Take the [Multi-Family Maintenance Welcome Assessment](#) to establish a baseline of knowledge.
- ☐ Complete [HVAC Safety Basics \(HVAC107\)](#) for an overview of general and electrical safety.
- ☐ Complete [Lockout/Tagout \(ELECT12\)](#) to understand procedures for de-energizing equipment.

### WEEK 2: FACILITIES OVERVIEW AND PERSONAL SAFETY DEEP DIVE

This phase minimizes common human resource risks and provides context for future tasks. Training on PPE and Ladder Safety directly reduces the chance of minor injuries and lost time associated with falls, the most common cause of injury in the trades. The Facilities Maintenance Introduction shows new hires the full scope of their work, ensuring they understand their role is multi-faceted and crucial to overall operations and resident satisfaction.

#### Interplay Learning Courses

- ☐ Complete [Facilities Maintenance Introduction \(FM101\)](#) to understand the scope of the job, covering interior and exterior maintenance.
- ☐ Complete [Personal Protective Equipment \(PPE\) \(SAF215\)](#), focusing on protection for head, hands, feet, eyes, and hearing.
- ☐ Complete [Ladder and Fall Safety \(HVAC053\)](#).
- ☐ Complete [Preventing Slips, Trips, and Falls \(SAF217\)](#), addressing hazards often overlooked by new employees.

#### On-Site Training

- ☐ Complete a detailed walkthrough of a vacant unit with a veteran technician, noting all major systems (HVAC, plumbing, electrical).
- ☐ Locate and demonstrate how to shut off the main utility sources (gas, water, electric) for the entire property.
- ☐ Practice properly inspecting, setting up, climbing, and putting away a ladder in accordance with safety guidelines



## WEEKS 3-4: PLUMBING SYSTEMS AND FIXTURES

Plumbing issues represent a large volume of immediate maintenance calls and pose a high risk of property damage. This two-week block focuses on quickly enabling the new hire to resolve the most common leaks and clogs independently. The courses, such as [How Does Plumbing Work?](#) and [Plumbing Fixtures Overview](#), provide the contextual 'why' behind plumbing system design, allowing for logical troubleshooting rather than simple guesswork, thus increasing the first-time fix rate for minor work orders.

### Interplay Learning Courses

- ☐ Complete [How Does Plumbing Work? \(PLMB100\)](#) to understand how water and waste systems are set up.
- ☐ Complete [Basic Plumbing Tools \(PLMB101\)](#) to become familiar with the necessary equipment.
- ☐ Complete [Plumbing Fixtures Overview \(PLMB103\)](#), focusing on lavatories, sinks, tubs, and toilets.
- ☐ Complete [Fittings and Valves \(PLMB113\)](#) to learn about common connection parts and valve types.
- ☐ Complete [Tubular and Fixture Trim \(PLMB115\)](#) covering tailpieces, traps, and supply trim.

### On-Site Training

- ☐ Shadow a technician on at least three different toilet troubleshooting and repair tasks.
- ☐ Practice cleaning a common fixture clog (sink, tub, or lavatory) using manual clearing equipment.
- ☐ Demonstrate proficiency in identifying and correctly re-caulking bathtub/shower and counter seams.
- ☐ Assist a technician with a water heater maintenance task, including a sediment flush.

## WEEKS 5-6: ELECTRICAL SYSTEMS AND SAFETY

Electrical competence is foundational for all high-value maintenance work (HVAC, appliances, lighting). This period concentrates on the proper use of test instruments and understanding basic residential circuits. By mastering the multimeter, new hires gain the ability to reliably diagnose faults and confirm de-energization. This helps ensure that they do not misdiagnose common electrical issues, and it promotes safety during the troubleshooting of energized equipment. This capability allows them to take on basic electrical work orders with confidence.

### Interplay Learning Courses

- ☐ Complete [Fundamental Electrical Concepts \(ELEC101\)](#) covering charge, current, voltage, power, and resistance.
- ☐ Complete [Electrical Panels: Components and Safety \(ELEC102\)](#) focusing on connections, breakers, and GFCI/AFCI devices.
- ☐ Complete [How to Use a Multimeter \(ELEC113\)](#) practicing voltage, resistance, and amperage measurement.
- ☐ Complete [Electrical Devices \(ELEC111\)](#) covering receptacles, circuit breakers, and light switches.

### On-Site Training

- ☐ Perform a live-dead-live check using a multimeter to confirm a circuit is de-energized before beginning work.
- ☐ Practice replacing a standard duplex receptacle and a light switch under supervision.
- ☐ Practice tripping and resetting circuit breakers and identifying the panel labeling standard on the property.
- ☐ Shadow a technician on an electrical service call involving a tripped GFCI or AFCI breaker.



## WEEKS 7-8: HVAC AND REFRIGERATION BASICS

HVAC is often the most expensive system to maintain, and this section provides the theoretical bedrock for high-quality service. Learning the fundamentals of refrigeration, pressure, and temperature prevents misdiagnosis that leads to costly refrigerant dumps or unnecessary parts replacements. The new hire will learn the difference between basic parts and major components, preparing them to perform preventative maintenance that is proven to maximize system efficiency and longevity.

### Interplay Learning Courses

- ☐ Complete [What is HVAC? \(HVAC050\)](#) to understand the industry and system placement.
- ☐ Complete [Temperature, Pressure, and Heat \(HVAC102\)](#) to learn the physics behind cooling and heating.
- ☐ Complete Introduction to [Refrigeration Systems \(HVAC101\)](#) focusing on the "Baseball Diamond" concept.
- ☐ Complete [HVAC System Parts \(HVAC052\)](#) covering major refrigeration and heating parts.

### On-Site Training

- ☐ Assist a technician with seasonal maintenance on a split A/C unit, focusing on coil cleaning and visual inspection.
- ☐ Complete an inventory check for common HVAC consumables (filters, fan belts, start components).
- ☐ Locate and identify the four major refrigeration components (compressor, condenser, metering device, evaporator) on at least three different HVAC units.

## WEEKS 9-10: MULTI-FAMILY CORE PROCESSES AND APPLIANCES

This two-week period focuses on the high-volume, high-visibility tasks that directly impact tenant satisfaction and unit turn time. The cornerstone is the "Make Ready" process, which, when performed efficiently, minimizes vacancy loss. By adding core appliance troubleshooting (dishwasher, electric range), the technician reduces the need to schedule and pay third-party vendors, immediately increasing efficiency and speed of service.

### Interplay Learning Courses

- ☐ Complete [Make Ready \(MFAM200\)](#) simulations and assessments to understand the inspection structure.
- ☐ Complete [Dishwasher Troubleshooting \(APPL202\)](#).
- ☐ Complete [Electric Range Troubleshooting \(APPL201\)](#).
- ☐ Complete [Repairing Drywall \(MFAM102\)](#), covering patches for various-sized holes.
- ☐ Review the [Make Ready Checklist](#)

### On-Site Training

- ☐ Shadow a complete Make Ready turnover process (inspection, work ordering, and quality check) from beginning to end under supervision.
- ☐ Practice small and large hole drywall patching using the methods learned in the course.
- ☐ Independently troubleshoot and repair two common appliance faults (e.g., dishwasher won't drain, range element won't heat).
- ☐ Complete a light commercial lamp or fluorescent tube replacement on an exterior or common area fixture.



## WEEKS 11-12: ADVANCED TROUBLESHOOTING AND PROFESSIONALISM

The final module integrates high-level technical skills (A/C and Toilet Troubleshooting) with essential soft skills (Avoiding Callbacks, and Dealing with Difficult Customers). This is where the new hires transition from task-doers to problem-solvers and customer service agents. Mastering these final components directly impacts resident retention and reduces costly rework (callbacks), confirming the new hires are ready for autonomous field work.

### Interplay Learning Courses

- ☐ Complete [Toilet Troubleshooting and Replacement \(PLMB202\)](#) simulations.
- ☐ Complete [Residential A/C Troubleshooting \(HVAC301\)](#) simulations covering electrical and mechanical faults.
- ☐ Complete [Dealing with Difficult Customers \(PROFDEV103\)](#), learning de-escalation and problem-solving techniques.
- ☐ Complete [Avoiding Callbacks \(PROFDEV101\)](#), focusing on thorough diagnosis and clear communication with the customer.

### On-Site Training

- ☐ Lead one advanced troubleshooting call on an A/C system (e.g., hard-start kit failure, pressure fault diagnosis) and successfully complete the repair.
- ☐ Lead a toilet repair/replacement call, correctly diagnosing the fault and performing the repair.
- ☐ Practice diffusing a difficult customer scenario in a role-playing exercise with the Maintenance Supervisor or veteran technician.
- ☐ Compile a "Go-Bag" of the most essential tools and materials based on the last 11 weeks of experience.

### On-Site Training

- ☐ Retake the [Multi-Family Maintenance Welcome Assessment](#) and create a personalized plan for continuous learning.
- ☐ Pass the [Residential A/C Troubleshooting](#) and [Toilet Troubleshooting and Replacement](#) assessment simulations.

**Learn More About Interplay Learning.**

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