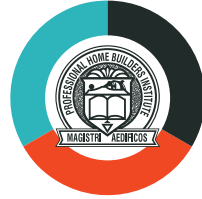


the professional home builders institute

phbi



professional home builders institute

inspiring builder education.
revolutionizing results.

residential construction
site manager (RCSM)
& RCSM academic

We are the **PROFESSIONAL HOME BUILDERS INSTITUTE** – a not-for-profit organization whose vision is to shape the future of learning in the home building industry. How? By designing, developing and delivering education that advances individual careers, business success and our entire industry's performance and professionalism.

PHBI launched in 1987 with the Master Home Builder Certification Program, aimed at improving business management, financial knowledge and leadership skills in residential construction. Since then, more than 5,000 students have enrolled in nearly 18,000 PHBI courses and seminars, and well over 500 have earned recognized certifications.



phbi.ca

phbi

ph 403 216 8310 . f 403 253 7130 . tf 1 888 325 9999 . phbi@phbi.ca

the professional
home builders
institute

inspiring builder education.
revolutionizing results.

residential construction
site manager (rasm)
certification

rasm academic
certification

level 1

Introduction to Residential Construction Site Management – Level 1

This is an online course only. It involves approximately 20 hours of online learning with no classroom time.

This introductory course provides an overview of the processes, materials, systems and methods used in constructing residential homes. Explore the relationships between various phases of construction; examine standard documents and processes that govern construction practices; and develop a sound understanding of key considerations at each phase – including safety.

level 2

Building Codes

(replaces 'Building Codes & Standards')

This blended e-learning course combines approximately four hours of online learning with three days of classroom learning.

Interpret and apply the current Alberta Building Code with confidence. Along with a focus on Part 9 (Housing and Small Buildings) of the Code, you will explore related standards and legislative authorities as well as administration and municipal inspection processes.

Knowledge & Skill Building Areas

Purpose & Role of Building Codes

Using the Alberta Building Code

Development of the Alberta Building Code

Safety Codes Act of Alberta

Changes to the Code

Building Permits

Orders & Appeals

Construction Performance Guidelines

This is an online course only. It involves approximately three hours of online learning with no classroom time.

This online course prepares learners to interpret and apply the workmanship and material standards related to mandatory new home warranty coverage in Alberta – knowledge and skills that will help foster positive customer relationships by augmenting your ability to effectively address and resolve customer concerns. Following are the key areas covered by the Government of Alberta's workmanship and material standards:

Exterior Elements/Site Work

Concrete

Masonry & Manufactured Stone (Interior & Exterior)

Carpentry (Framing & Finishing)

Doors & Windows

Finishes (Exterior & Interior)

Drywall

Flooring (Resilient, Hardwood, Carpet, Laminate)

Tile & General Flooring Issues

Roofing

Fireplaces

Plumbing

Electrical

Interior Climate Control

Construction Technology 1

This blended e-learning course combines approximately five hours of online learning with two days of classroom learning.

Explore the crucial details of new home construction including materials, methods, engineered building components, mechanical systems, electrical systems, plumbing systems and exterior finishes.

Knowledge & Skill Building Areas

Design

Foundations

Superstructures

Exterior Components

Mechanical & Electrical Systems

Other Construction Practices

Construction Technology 2

This is an online course only. It involves approximately four hours of online learning with no classroom time.

Explore building science as it applies to the control of moisture in residential construction. This online course provides an introduction to building science and its importance to constructing effective building envelopes, preventing water damage and building durable homes. Upon completion of the online course, students enrol in the Moisture Control Technician (MCT) course delivered by the Southern Alberta Institute of Technology (SAIT).

Knowledge & Skill Building Areas

The Importance of Moisture Control

Controlling Moisture Entry

Moisture Accumulation & Removal

Design & Construction of Foundations, Walls & Roofs

Site Drainage

Checklist

Home Building on Alberta Soils

This blended e-learning course contains approximately 20 hours of online learning with one day of workshop learning.

Please visit www.albertasoils.com for more information.

Avoid potentially disastrous and expensive issues by learning how to identify soil conditions that necessitate changes to a home construction project plan. Expanding your understanding of developer reports, logs and assessments will equip you for informed discussions with geotechnical engineers and prepare you to implement the appropriate construction techniques for your homes.

Knowledge & Skill Building Areas

Basic Properties of Soils

Site Conditions Requiring Special Attention

Geotechnical Reports & Bore Hole Logs

Appropriate Responses to Soil Conditions

Common Structural Remediation Techniques

This course is delivered by Stantec.

Please visit www.albertasoils.com for more information.

Leadership for Safety Excellence

Delivered by the Alberta Construction Safety Association, this course provides an understanding of safety to enable site managers to build health and safety into their everyday planning, create and promote a safe work environment, and help make a lasting contribution to the reduction of incidents in the industry.

Please visit the Alberta Construction Safety Association's website (www.acsa-safety.org) for more information on this course and course registration.

Moisture Control Technician

PHBI and SAIT collaboratively developed the Moisture Control Technician course. This course is administered and delivered by SAIT. Please visit www.sait.ca for more details.

Plans, Specifications & Drawings

(replaces 'Blueprint Reading')

This blended e-learning course combines approximately four hours of online learning with two days of classroom learning.

Explore basic orthographic concepts and methods, and apply them to plans for single- and multi-family housing projects. Deepen your familiarity with different types of drawings and their various levels of detail; sharpen your understanding of symbols, drawing styles, specifications and notes; and learn to organize drawings into complete, appropriate sets of plans.

Knowledge & Skill Building Areas

Plan-reading Principles

Understanding the Parts

Orthographics, Isometrics & Dimensions

Standard Residential Drawings

Drawing Groups

Plan-reading Skills

Project Management & Supervision

(replaces 'Construction Administration' and 'Construction Supervision')

This blended e-learning course combines approximately five hours of online learning with two days of classroom learning.

Examine project management concepts and best practices, and learn to apply them to residential construction. This course aims to sharpen learners' skills with scheduling and critical paths, contingencies, logistics and lead times, human resources, safety, administration, contracts, regulations, budgeting and cost control, quality control and client relations.

Knowledge & Skill Building Areas

- Traits of a Good Project Manager
- Barriers to Effective Communication
- Setting Expectations
- Communication Plan
- Written Records
- Regulations & Standards
- Project Lifecycle & Constraints
- Project Management Principles
- Construction Files
- Planning
- Executing
- Monitoring & Controlling

level 3

Business Planning & Management

(replaces 'Business Principles')

This blended e-learning course combines approximately one hour of online learning with two days of classroom learning.

Rise to the challenges of the homebuilding industry by successfully applying the fundamentals of business management – setting realistic goals, benchmarking and creating standards for production as well as service, accounting, sales, marketing and profitability. You will also learn to create a company business plan suitable for bank/ investor presentations and to guide company operations.

Knowledge & Skill Building Areas

- **Business Planning**

- Market Research & Marketing Plans
- Financial Plans
- Operating Plans

- **Essential Management Skills**

- Communication & Participation in Meetings
- Time Management & Organization
- Staff Supervision
- Problem Resolution
- Effective Leadership

Communication & Negotiation

This blended e-learning course combines approximately 19 hours of online learning with four days of classroom learning.

Business success depends on cooperation, collaboration and skilful communication. Tap into the power of interpersonal relations, and gain practice in the art of negotiation. Through role-play scenarios, you will uncover effective ways to engage audiences, guide meaningful discussions and set clear expectations with clients and colleagues.

Knowledge & Skill Building Areas

- Day 1

- The Meaning of "Conflict"
- Conflict Resolution Strategies
- Self-management in Conflict
- Barriers to Negotiation
- The Nature & Dynamics of Power
- Active Listening
- Assertive Speaking

- Day 2

- Conflict Styles
- The "Negotiation Hat"
- The Bases of Negotiation: Positions, Issues & Interests
- The Interest-based Model and Its Stages
- How to Shift from Positions to Interests
- Practice (role-playing)

- Day 3

- How to Probe for Interests
- How to Shift from Adversarial to Collaborative
- Practice (role-playing)
- Quiz

- Day 4

- Evaluation (Model & Skills)
- Debriefing (What worked? What challenges remain?)

Customer Service Professional

(replaces 'Service Excellence' and 'Carol Smith's Certified Service Professional Program')

This blended e-learning course combines approximately three hours of online learning with four days of classroom learning.

Acquire a deep appreciation for the value of exceptional service; learn how to set, improve and sustain customer value in the organization; develop powerful techniques for understanding customer perspectives and creating long-term business relationships; and learn client management skills that form the foundation of unique customer experiences.

Upon completion, learners with a final exam mark of 80% and at least two years' industry experience are eligible for Carol Smith's Certified Service Professional (CSP) designation.

Knowledge & Skill Building Areas

Culture

Customer Expectations: Define, Align & Reinforce

Customer Meetings: Agendas, Controversies & Meeting Rehearsal

Selection Strategies

Customer Orientation Role Plays

The Fundamentals & Fine Points of Warranty

Partners in Service: Trade Partner Plan

Customer Challenges: Judgement Skills

Organized for Success

Communication Protocols

Writing as a Service

Feedback & Referrals

Ethics in Home Building

This blended e-learning course combines approximately ½ hour of online learning with two days of classroom learning.

For businesses and practitioners in the home building industry, ethical issues abound. Managing those issues effectively creates pathways to customer satisfaction and competitive advantage. By exploring industry-specific issues and ethical approaches, this course aims to improve the management of ethical issues in residential construction.

Knowledge & Skill Building Areas

- **Business Ethics & Its Place in Home Building**

- The Role of Business & Business Ethics
 - Theory-based Ethics

- **Ethical Issues in Home Building**

- Conflicts of Interest
 - Ethics of Marketing
 - Ethics of Managing People

- **The Ethical Path to Customer Satisfaction**

- The Connections between Ethics & Customer Satisfaction
 - What Customer Satisfaction Scores Say about Your Ethics
 - Unethical Conduct That Hurts Customer Satisfaction
 - Horror Stories from the Field
 - Using Ethics to Improve Customer Satisfaction

- **Corporate Citizenship & Social Responsibility**

- Defining the Stakes and the Stakeholders
 - Charitable Giving
 - Protecting the Environment

- **Applying Ethics to Your Home Building Business**

- Establishing Your Company's Ethical Culture

Law Fundamentals for the Home Building Industry

(replaces 'Basic Business Law')

This blended e-learning course combines approximately four hours of online learning with two days of classroom learning.

Explore the legal and regulatory environment of residential construction, and gain understandings essential to keeping a home building business on stable footing.

Knowledge & Skill Building Areas

- **Contracts**

- Contract Basics
- Types of Contracts

- **Land Registry System & Related Topics**

- Land Conveyancing & Closing Procedures
- Easements
- Restrictive Covenants
- Land Use Bylaws

- **Builder Liability**

- Contracts
- Torts
- Occupier's Liability
- Statutory Requirements
- Environmental Requirements

Problem Solving in Home Building

(replaces 'Building Solutions')

This blended e-learning course combines approximately four hours of online learning with three days of classroom learning.

Learn advanced problem-solving techniques and apply them to residential construction case studies. The online portion of this course covers problem solving theory and techniques; applying those techniques to real-world scenarios is the focus in the classroom.

Knowledge & Skill Building Areas

The Problem Solving Process

Collaborative Problem Solving

Solving Problems on the Construction Site

(Foundations, Framing, Exteriors, Interiors)

PHBI has proven that practical, high-quality, industry-specific education translates into better business, better products, more profit for builders, more value for homebuyers, and fewer headaches for everyone involved in residential construction.

Our programs continuously evolve to ensure our industry's practitioners and businesses have what it takes to satisfy homeowners and regulators alike. As the future unfolds, PHBI will continue to provide industry education that is, in a word, invaluable.



professional home builders institute

inspiring builder education.
revolutionizing results.

ph 403 216 8310 . f 403 253 7130 . tf 1 888 325 9999 . phbi@phbi.ca

the professional
home builders
institute

inspiring builder education.
revolutionizing results.

to learn more about
PHBI Certifications or
to register, visit phbi.ca

the professional home builders institute

phbi



professional home builders institute

inspiring builder education.
revolutionizing results.

THE PROFESSIONAL HOME BUILDERS INSTITUTE

403 216 8310 toll free 1 888 325 9999