



**Training Proposal for:  
Quality Refrigeration Company, Inc.**

**Small Business**

**ET16-0297**

**Approval Date:** November 17, 2015

**ETP Regional Office:** North Hollywood

**Analyst:** M. Paccarelli

**CONTRACTOR**

- Type of Industry: Services
  
  - Number of Full-Time Employees
    - California: 32
    - Worldwide: 32
    - Number to be trained: 18
  
  - Out-of-State Competition: Customers Outside CA
  - Special Employment Training (SET):  Yes  No
  - High Unemployment Area (HUA):  Yes  No
  - Turnover Rate: 5%
  - Repeat Contractor:  Yes  No
- Priority Industry:  Yes  No
- Owner  Yes  No

**FUNDING**

- Requested Amount: \$23,760
- In-Kind Contribution: \$33,232

**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SB<100	Commercial Skills, Computer Skills, OSHA 10/30, Hazardous Mat.	18	8-60	0	\$1,320	*\$15.93
				Weighted Avg: 60			

\*It will be made a condition of contract that the trainees in this Job Number will never be paid less than the statewide minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table.

- Reimbursement Rate: \$22 SB Non-Priority
- County(ies): Los Angeles, San Diego
- Occupations to be Trained: Technician, Supervisor
- Union Representation:  Yes  No
- Health Benefits: \$5.82 per hour

**SUBCONTRACTORS**

- Development Services: Training Funding Source in Seal Beach assisted with the development for a flat fee of \$500.
- Administrative Services: Training Funding Source will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

**INTRODUCTION**

Quality Refrigeration Company, Inc. (QRCI) ([www.qualityref.com](http://www.qualityref.com)) specializes in marine, commercial and industrial refrigeration and air conditioning sales and service. Its customer base includes commercial shipping, cruise lines, fishing companies, oil rig platforms, passenger vessels, tugs and shipyards, along with industrial customers such as refineries, industrial bakeries, manufacturing facilities, supermarkets and seafood processing facilities.

The Company operates worldwide, performing installation and service on air conditioning and refrigeration systems on ships. It keeps an extensive inventory valued at more than \$500,000 in parts and equipment between the Wilmington and San Diego locations. Its inventory also includes hard-to-find parts for outdated equipment.

QRCI started in 1950 when the nation was rebuilding after WWII, and the Port of Los Angeles was filled with ships traveling between the West Coast and Asia. These ships needed air conditioning and refrigeration equipment for the preservation of perishables in transit, including galley food items and cargo, as well as all air conditioning equipment. QRCI was formed to serve this booming cargo ship market and the commercial fishing fleet in San Pedro Bay.

QRCI also performs diagnostics, installation, service and repair of various refrigeration and air conditioning equipment such as compressors, chillers, condensers, heat exchangers, fan coils, plate freezers, ice machines, air conditioners, cooling towers, refrigerators, and water cooled systems. This will be QRCI's first ETP Agreement.

### **Need for Training**

QRCI must retrain its workers in refrigeration changes as well as the California Building Energy Efficient Standards (CBEES) requirements. The CBEES sets standards for commercial refrigeration and requires higher levels of efficiency from air conditioning and refrigeration systems. To remain competitive, QRCI needs its employees to be trained in these areas to service its customers and meet industry demand. The proposed training covers new types of equipment and controls, and zone set-up within buildings to ensure that only occupied portions are systematically cooled. In addition, the training will focus on the various operations and maintenance requirements of refrigeration and air conditioning equipment.

Employee training is also needed to fully implement its Enterprise Resource Planning (ERP) MAS 200/Sage Business Management System. Currently, many of these processes are done manually and rely on paper flow which is inefficient. Automating these processes will improve access, workflow and overall staff communication skills.

### **Training Plan**

Training will be provided at QRCI's facilities in Wilmington and San Diego by qualified in-house staff and outside vendors.

**Commercial Skills** (80%) - Training will be offered to all occupations in industry standards and upgrades of various equipment.

**Computer Skills** (10%) - Training will be offered to all occupations in ERP, new versions of Microsoft office and its internal accounting program.

**Hazardous Materials** (5%) - Training will be offered to all occupations to ensure that hazardous materials are handled and disposed of properly.

**OSHA 10/30** (5%) - OSHA 10/30 training is a series of courses "bundled" by industry sector and occupation. It consists of 10 hours of training for frontline workers and 30 hours for supervisors. This training is not required as a condition of doing business in California; however, the coursework must be approved by, and the instructors must be certified by Cal-OSHA. To ensure that each trainee receives certification, ETP will only consider payment earned upon completion of the full 10- hour or 30-hour course. OSHA 10/30 is not included in the 10% limitation on safety training.

Technicians and supervisors will learn about emergency action plans, personal safety equipment, recordkeeping and reporting, and becoming safety leaders. The courses will cover accident prevention, emergency response procedures, and monitoring the work area to ensure compliance with safety guidelines.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8-60

Trainees may receive any of the following:

**COMMERCIAL SKILLS**

- + Chillers
- + Compressors
- + Condensers
- + Customer Relations
- + Electronic Devices and Controls
- + Energy Efficient Building Management Systems Metering Devices
- + Evaporators
- + Health Codes
- + HVAC Split Systems
- + HVAC Package Systems
- + Ice Machines
- + Marine Systems
- + Preventative Maintenance
- + Refrigeration
- + Refrigeration Troubleshooting
- + Refrigerants Leaks and Recharging
- + Thermostats
- + Variable Speed Drives
- + Water Circuitry
- + Walk-In Refrigeration

**COMPUTER SKILLS**

- + Enterprise Resource Planning
- + Financial/Accounting
- + Microsoft Office

**HAZARDOUS MATERIALS**

- + Hazardous Materials Handling

**OSHA 10/30**

- + OSHA 10 (requires 10 hours completion)
- + OSHA 30 (requires 30 hours completion)

Safety Training will be limited to 10% of total training hours per-trainee

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.