



Technicians demonstrate what they've learned during the practical exam in Miami, Florida.

Welcome to TechLINE® Academy!

Over the past year, the Carrier Transicold Container Service group has pushed container refrigeration technician training programs to new heights, with the addition of self-paced online courses and new instructor-led technician certification programs. Now, along with these new programs and certifications, we have a new name to reintroduce this venerable institute of container refrigeration training: TechLINE® Academy.

Carrier Transicold is a well-established leader when it comes to manufacturer-supported training for technicians in the servicing, troubleshooting and repairing of container refrigeration units and gen sets.

“TechLINE Academy encompasses our continuously expanding curriculum of online and hands-on courses for repair personnel at Authorized Service Providers and customer service depots,” said Thomas Graf, global training manager, container service, Carrier Transicold. “The new name also symbolizes the higher standard of training qualification we provide.”

An innovative school, TechLINE Academy goes to where the technicians are – with courses taught on a rotating basis in major port cities around the world and online – anywhere there is a computer with internet access.

“This long-standing skills-enhancing program has been frequently refined and improved over the years, keeping pace with advancements in equipment technology,” Graf said. “We regularly make adjustments based on customer needs. The latest program improvements significantly enhance the curriculum by requiring participants to demonstrate a level of proficiency upon completion. Only then will they receive the Carrier Transicold Technician Certificate.”

Instructor-led sessions include classroom discussions as well as quizzes and now evening “homework,” which entails hands-on troubleshooting exercises and a final exam to evaluate a technician’s total understanding of refrigeration, operation, service and troubleshooting of Carrier Transicold container units.

“You don’t get a certificate simply for showing up, watching a presentation and looking at equipment,” Graf said. “We have higher expectations. Students must meet those expectations

and demonstrate a solid understanding to successfully complete the program.”

“We’ve created a more active learning experience for students, while allowing them to display their proficiency through performance.”

Structured Learning

In the first half of 2017, more than 900 technicians from 60 countries pursued online and instructor-led container refrigeration education through Carrier Transicold, a testament to the importance Carrier places on training.

Some technicians are new to container refrigeration while some have years of on-the-job experience. There are men and women who have received some level of vocational training before joining a service depot. TechLINE Academy is structured in a way that creates multiple entry points based on skill level, with the ultimate goal of achieving certified technician status.

Container Technician Certification courses are available in two-day, three-day and one-week settings. The choice of which to take depends on the technician’s background.

A starting point for many technicians is Carrier Transicold’s new self-paced online training programs. The online courses are narrated and include testing that ensures students have learned the course content before advancing through the curriculum. The completion of all eight fundamentals courses — each of which can be finished in less than an hour — in combination with six months of daily hands-on work experience, qualifies individuals to achieve an associate certificate from TechLINE Academy.

Associate level certification also qualifies individuals to proceed to training for a technician certification by attending the two-day instructor-led Container Technician Certificate course.

The longer three-day Container Technician Certificate course is intended for those who have a vocational training diploma in HVAC or completed a related apprenticeship, in which case the online courses are optional.

For other technicians, including those who opt not to prepare with the online fundamentals series, the more comprehensive one-week Container Technician Certificate course is the suggested choice.

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– Thomas Graf, Carrier Transicold

Program Expansion

New additions to the web-based lineup for the second half of 2017 are two advanced elective courses on the NaturaLINE® refrigeration unit. One is an overview module; the second focuses on unit-operating sequence and refrigerant flow.

With more shipping lines introducing the NaturaLINE unit into their fleets, these online courses are a way for service personnel to get acquainted with the system quickly – even in advance of equipment delivery. Hands-on, instructor-led programs about NaturaLINE will also be available.

Additionally, TechLINE Academy offers other elective programs, such as the two-day generator set class and product update courses on special options, such as the XtendFRESH™ atmosphere control system. The three-day container basics course, which provides an overview of container refrigeration systems and their capabilities, remains a popular elective for non-technical people at service centers as well as growers and exporters.

Given the global nature of the container refrigeration industry, TechLINE Academy will continue to expand, including programs offered in various languages. Online courses in Spanish, Chinese and other languages are planned.

Finally, TechLINE Academy integrates with Global Container Refrigeration’s recently expanded four-tier Authorized Service Provider structure, which specifies a certain level of training for a certain portion of technicians based on the level of the service provider.

In the end, it’s all about ensuring the people who service equipment have the the knowledge and skills to exceed customer expectations and the equipment continues to reliably perform its vital function of transporting refrigerated cargo. ♦



Register Now for Upcoming Programs

The TechLINE® Academy course schedule for the remainder of 2017 can be found below. Registration for any course, online or instructor-led, can be done through the “Training” link found at www.container.carrier.com.

All courses are taught in English unless noted otherwise. For instructor-led courses, registration must be completed in advance. Registration typically closes one month prior to course start date. Locations and dates for instructor-led programs are subject to change.

TECHLINE ACADEMY ONLINE COURSE TOPICS, AVAILABLE 24/7/365

1. Working on Carrier Container Refrigeration Units Safely
2. Basic Refrigeration (New)
3. Basic Electrical (New)
- 4a. PrimeLINE® Unit Component Identification
- 4b. ThinLINE® Unit Component Identification (New)
5. Keypad and Display Functions
6. Tools and Resources
- 7a. PrimeLINE Unit Operating Sequence and Refrigerant Flow
- 7b. ThinLINE Unit Operating Sequence and Refrigerant Flow (New)
8. Pre-Trip Diagnostic Functionality

NEW ELECTIVES:

- NaturaLINE® Unit Overview
- NaturaLINE Unit Operating Sequence & Refrigerant Flow

TECHLINE ACADEMY INSTRUCTOR-LED PROGRAMS

1 week - Container Technician Certificate Course		2 day - Container Technician Certificate Course	
Sept. 4	Buenos Aires, Argentina (Spanish)	Sept. 5	Ashdod, Israel
Sept. 11	Montreal, Quebec, Canada	Sept. 13	Durban, South Africa
Oct. 9	Manzanillo, Mexico (Spanish)	Sept. 19	Cape Town, South Africa
Oct. 23	Xiamen, China (Chinese)	Sept. 21	Tauranga, New Zealand
		Oct. 3	Dubai, United Arab Emirates
		Oct. 9	Salalah, Oman
		Oct. 19	Melbourne, Australia
3 day - Container Technician Certificate Course		3 day – Basic Container Training Course	
Sept. 6	Barcelona, Spain (Spanish)	Sept. 18	Tauranga, New Zealand
Sept. 13	Nagoya, Japan (Japanese/English)	Oct. 16	Melbourne, Australia
Oct. 3	Antwerp, Belgium		
Oct. 17	Bangkok, Thailand		
Nov. 21	Davao, Philippines		