



Residential Electrician

Online, Self-Paced Course | 12-Month Access

Enroll Anytime

- A. Preparing and Planning a Residential Wiring Job
 - 1. Residential Workplace Safety
 - 2. Hardware and Materials Used in Residential Wiring
 - 3. Tools Used in Residential Wiring
 - 4. Test and Measurement Instruments Used in Residential Wiring
 - 5. Understanding Residential Building Plans
 - 6. Determining Branch Circuit, Feeder Circuit, and Service Entrance Requirements
- B. Residential Service Entrances and Equipment
 - 1. Introduction to Residential Service Entrances
 - 2. Service Entrance Equipment and Installation
- C. Residential Electrical System Rough-In
 - 1. General Nec® Requirements for Rough-In Wiring
 - 2. Electrical Box Installation
 - 3. Cable Installation
 - 4. Raceway Installation
 - 5. Midterm Exam
 - 6. Switching Circuit Installation
 - 7. Branch-Circuit Installation
 - 8. Special Residential Wiring Situations
 - 9. Video, Voice, and Data Wiring Installation
- D. Residential Electrical System Trim-Out
 - 1. Lighting Fixture Installation
 - 2. Device Installation
 - 3. Service Panel Trim-Out
- E. Maintaining and Troubleshooting a Residential Electrical Wiring System

1. Checking Out and Troubleshooting Electrical Wiring Systems
- F. Green House Wiring Techniques
 1. Green Wiring Practices
 2. Photovoltaic (PV) System Installation
- G. Managing Customer Service
 1. Winning Customer Service
 2. Customers Revealed
 3. Customer Expectations
 4. Customer Service: Why Do It?
 5. The Decline (and Revival) of Customer Service
 6. Moving Forward with the Four P's
 7. Traits of Outstanding Customer Reps
 8. Measuring Customer Service
 9. Customer Service Communication
 10. Helping Upset Customers