



FFS PRO
UNIVERSITY

university.ffspro.com

FREQUENTLY ASKED QUESTIONS

Got a question about FFS PRO: University? We've got your answer.

Are there any prerequisites?

Yes, the FREE *Fueling System Safety* course certification must be achieved prior to taking any other courses in FFS PRO: University. Taking this course will unlock your ability to take other certification tests online. This course is also covered first in all live training workshops.

Is the online content the same as the live Face-to-Face content?

Yes, the content is the same.

Can I preview a course before I purchase?

Yes, you can preview an entire course by clicking the "BEGIN MODULE" button in each individual course page. You must purchase the course to take the certification test at the end.

How do I purchase the online certification courses?

Click the "BUY" button beneath each course description to add it to your cart. Once you have selected the courses you would like to take, click on the cart icon in the top-right of the page and select "checkout". Once you pay for your certification courses using a credit card, the certification tests will unlock and you will be able to take the test at the end of each module.

How do I achieve a "Specialist" accreditation?

Become a Specialist by completing each certification course within a track. For example, become a Controller Specialist by completing all of the following certifications: Fixed Speed Controller Installation, Variable Speed Controller Installation, Automatic Tank Gauge Installation, and Electronic Line Leak Detection. Note that courses marked with an asterisk are as needed for applicable markets only and do not need to be achieved in order to receive the "Specialist" title.

Do I need to take both APT™ and UPP™ Containment and Pipework courses for the "Specialist" title?

No, you only need to receive certification in one of the brands to achieve the "Specialist" title; however, you can receive certification in both brands if you work with both types of pipework and containment.

What's the benefit of a live training workshop?

We believe an opportunity for live interaction and hands-on demonstration is the best method for training. These sessions are conducted by Franklin Fueling Systems Field Service Engineers who serve as on-hand installation experts to answer any questions and provide greater detail. You can also bring unlimited attendees to these training sessions, meaning it is likely a more cost-effective solution compared to purchasing individual certification courses for all of your employees. Each attendee of a live training workshop also receives an FFS PRO hi-vis vest as well as access to every certification (live or online after the training workshop event). You also immediately qualify for our rewards program.



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How long after the live training workshop do I have to take any additional tests?

The tests will remain unlocked until you take them. You have an unlimited time to take any new tests. After successful completion of a test, you will be given the certification for two years. After two years you will have to re-certify in the course.

How can I promote my certification accomplishments?

It's simple, your profile page which contains all of your certification achievements has a unique public URL, specific to your account. Simply copy the URL from your profile page and share it to promote your accreditations.

How do I register my company up for a live training workshop?

Visit university.ffspro.com and fill out the Contact form to request a training workshop. A local Franklin trainer will contact you directly to arrange the details of the training workshop, including any special customization needed for your business.

Do each of my staff members have to take every course?

No, we understand it can be difficult to take an entire crew off the job for a full week. We make it easy for you to customize training to fit your needs. Our modular workshop design allows you to split up the week by functional areas of expertise so you can have your staff attend as many or as few courses as needed, specific to their function.

Who should attend the Forecourt Specialist trainings?

This certification track is ideal for installers who regularly work on the underground forecourt with products including: containment, pipework, submersible pumps, spill containment, and overflow prevention at the beginning of a site installation.

Who should attend the Controller Specialist trainings?

This certification track is ideal for installers who regularly work on both the underground forecourt and in the back room with products including: submersible pump controllers, automatic tank gauges, and electronic line leak detection at the middle of a site installation.

Who should attend the Site Startup Specialist trainings?

This certification track is ideal for technicians who regularly work in the back room with products including: fuel management system programming, pipe and containment testing and electronic line leak detection programming at the end of a site installation.

Does my company have to do every course at a live training workshop?

No, we can customize the event to fit your needs. We do, however, always encourage you to take advantage of getting your staff certified in our complete end-to-end system solution.



How long does a certification last?

Certifications typically last for two years from the date of certification.

How will I know when it's time to re-certify?

FFS PRO: University will automatically email you a reminder 90, 30, and 7 days before your certifications are set to expire.

What is the typical schedule for a live training workshop?

We recommend the following daily breakdown (we will always repeat the Fueling System Safety training if new attendees join the workshop at the beginning of day three or five).

DAY 1 & 2

FORECOURT SPECIALIST



- Fueling System Safety
- Containment (APT™ and/or UPP™)
- Pipework (APT™ and/or UPP™)
- Submersible Pumps
- Spill Containment
- Overfill Prevention
- Hanging Hardware
- Stage II Vapor Recovery*
- Wire Management*

DAY 3 & 4

CONTROLLER SPECIALIST



- Fixed Speed Controller Installation
- Variable Speed Controller Installation
- Automatic Tank Gauge Installation
- Electronic Line Leak Detection
- In-station Diagnostics*

DAY 5

SITE STARTUP SPECIALIST



- Pipe Testing
- Containment Testing
- Fuel Management System Programming
- Electronic Line Leak Detection
- In-Station Diagnostics Startup*

*As needed for applicable markets only