

Student *Scorecard* & Growth Guide

How we score each student's development across the program — and turn it into clear feedback for students and the school.

HOW THE SCORECARD WORKS

Scored across clear dimensions

Supervisors rate each student on the areas below and write down strengths and next steps — concrete, plain-language feedback, not just a number.

Measured from where you start

We note where each student begins and focus on growth from there. Big improvement counts, even from a modest start — it's a fair read on real progress.

Feedback for students & school

Students see exactly where they stand and what to work on next. The school gets the same clear, ongoing record of how each student is performing.

WHAT STUDENTS ARE SCORED ON

CRAFT & LEARNING

- ✓ **Technical ability & learning speed** — building real skill on the tools and picking up new techniques.
- ✓ **Retention** — remembering what you're taught and carrying it from one day to the next.
- ✓ **Improvement over time** — how far you grow from your first day on, measured from wherever you start.
- ✓ **Understanding the business** — seeing how the office, shop, and field depend on each other.

WORK HABITS & RELIABILITY

- ✓ **Organization & care for tools** — keeping tools accounted for and your work area clean; setting up and cleaning up well.
- ✓ **Following instructions** — listening, understanding, and carrying out direction; asking rather than guessing.
- ✓ **Work ethic & pace** — steady effort and a willingness to do the work alongside the crew.
- ✓ **Reliability** — showing up on time, ready to work, and following safety practices.

WORKING WITH PEOPLE

- ✓ **Customer interactions** — communicating clearly and respectfully with homeowners and representing the team well.
- ✓ **Respect for the team** — professional, polite interaction with supervisors, office staff, and other trades.

PROFESSIONALISM & MINDSET

- ✓ **Professional appearance & manners** — clean, presentable, and customer-ready.
- ✓ **Coachability & receiving feedback** — taking feedback well and putting it into practice.
- ✓ **Safety awareness** — understanding and following safe practices on site, reinforced by close supervision.
- ✓ **Follow-through** — completing what you start and seeing tasks through.

HOW IT WORKS ACROSS THE PHASES

PHASE 1 · EDUCATIONAL INTERNSHIP

Growing through observation

In the fall, these areas grow as students observe the trade, learn the office and dispatch side, and build the fundamentals in the shop. The focus is on understanding and steady habits.

PHASE 2 · WORK-STUDY

Deepening through hands-on work

Beginning in January, the same growth areas deepen through supervised hands-on work alongside a mentor — where students put the fundamentals into practice and keep building their craft.

This is an educational program designed to give students hands-on learning in the HVAC trade. It is not a guarantee of employment. The scorecard is a development tool — it gives students and the school feedback to support each student's growth.