

Start the journey and become your wholesaler's Copeland product expert

Wholesaler and Copeland Technical Specialist (CTS) training

As more people are entering the HVACR workforce, Copeland wants to ensure the right educational support is in place. We're excited to be re-introducing our Wholesaler and Copeland Technical Specialist (CTS) training programs with more robust course materials and additional benefits for graduates.

The training program offers a course for every skill level. Introductory courses focus on understanding the basics of our products and how they fit into a system and building expertise in navigating our tools. Advanced courses offer in-depth knowledge of system applications, including compressor interactions, system setup, and controller installation and programming.

What is changing?

- New courses have been added and existing courses have been re-tooled to offer different levels of training
- Courses range from basic/new employee to advanced/industry expert
- **Existing CTS will complete a knowledge assessment to place them at an appropriate level of the journey**

Who should participate?

- Counter staff team members
- Existing CTS and CTS candidates



What is the Copeland Technical Specialist (CTS) Program?

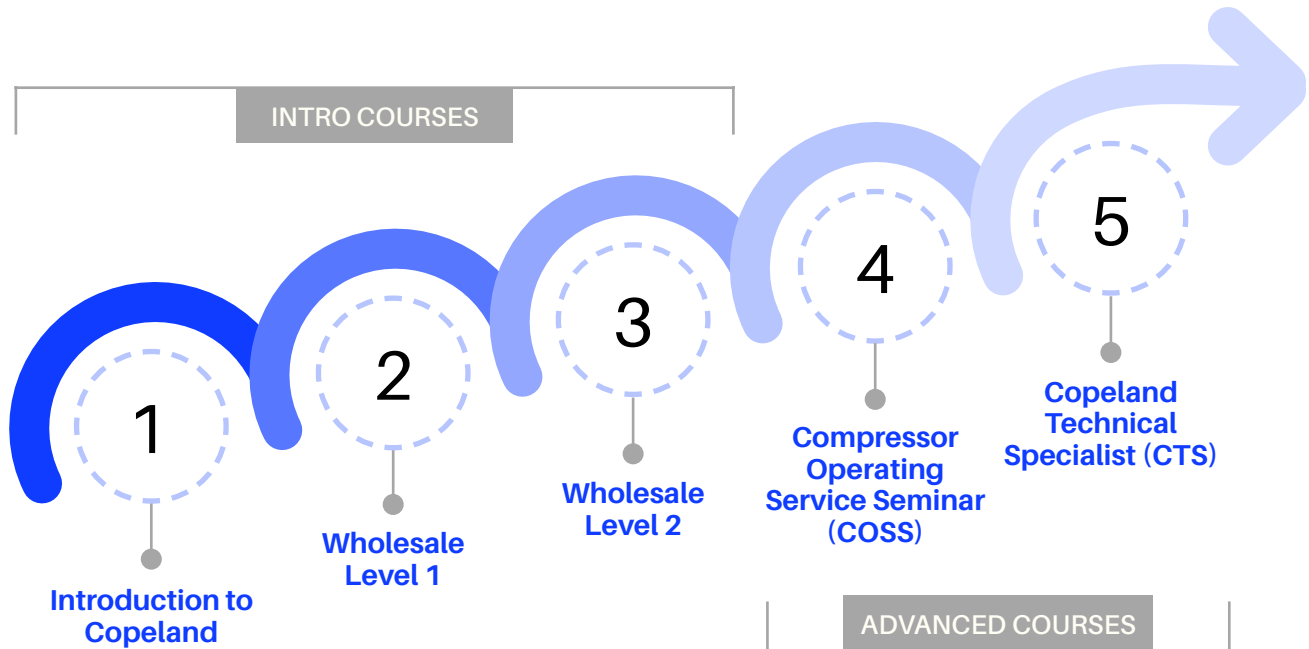
The CTS program establishes Copeland product specialists within wholesaler branches to provide technical support, customer service and to strengthen relationships with contractor customers. It's the final step in the journey after completion of the introductory courses and COSS.

How do I begin my training journey?



Scan the QR code to visit the CTS program homepage.

Wholesaler program details & path to CTS



Program requirements

- Courses must be taken in order (Intro, WS 1, WS 2, COSS & CTS)
- A passing grade of > 80% is required for each course to continue
- All counter team members should complete the introductory courses
- Existing Copeland Technical Specialists must complete the knowledge assessment and pass all 5 sections to remain a CTS
- In 2026, we will be introducing a Train the Trainer program, where CTS team members can become certified to teach Copeland curriculum

Program start date

- October 2024: The knowledge assessment is available and existing CTS can complete
- January 2025: Courses begin for counter team members and CTS candidates

Course cost

- Existing CTS - no cost for assessment
- U.S. & Canadian wholesalers can use co-op dollars/BDF for training classes
- Introductory courses (Intro, WS 1 & 2) are free
- COSS, CTS & Train the Trainer fees, check with your local Education Services Team



Program questions

Contact your local Copeland Account Manager or scan the QR code to visit the CTS program homepage.