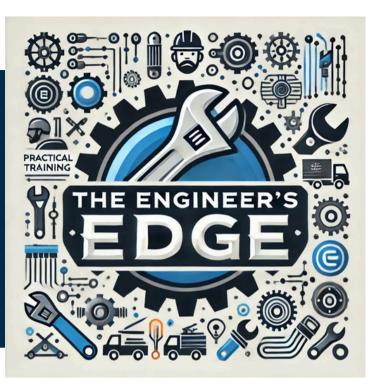


ONBOARDING GUIDE

For Current Westgate Team Members



WELCOME

Westgate Corporate Engineering and Corporate Facilities Departments, together with Learning & Development, are launching a training curriculum designed just for you. Our onboarding courses are the first step in this journey, aimed at standardizing skills across all properties and setting you up for success.

This guide includes everything Team Members need to know about completing courses and checklists to make the most of training. Plus, we've included detailed instructions to help CFTs and managers assess skills and track training progress effortlessly.

Thank you for taking the opportunity to elevate your skills with Westgate.

CONTENTS



FACT SHEET



TEAM MEMBER GUIDES



CFT & MANAGER GUIDES



CHECKLISTS

Questions?





Place an IT Suppport Ticket



FACT SHEET

PURPOSE

- Standardize training for all Engineering Team Members at Westgate.
- Provide training in plumbing, electrical, HVAC and appliance maintenance best practices.
- Equip Team Members with basic skills and knowledge to support advanced learning for career advancement opportunities.
- Reduce safety risks through courses designed for Engineering situations.
- Develop supervisory and training skills in CFTs.

INSTRUCTIONS

To improve Team Members' skills and safety, they must complete the onboarding learning paths of courses and evaluation checklists described in the Onboarding Flow according to the instructions below:

- All learning paths, courses and evaluation checklists have been assigned to Team Members in Westgate Learn.
- They must complete the Engineering Department Safety Training Learning Path **first**, before attempting any other learning paths. The remaining five learning paths may be completed in any order.
- To complete a learning path and receive a certificate, the Team Member must complete all the courses and **one** evaluation checklist, if included. They should select the evaluation checklist based on their role.
- All course videos and Final Knowledge Checks must be completed to receive a course completion in Westgate Learn.
- Evaluation checklists must be completed in the presence of a CFT (or manager).
 - The CFT or manager must also sign off on each task for the checklist and related learning path to show as complete.
- Evaluation checklists must be completed in Westgate Learn for proper documentation. Paper copies of checklists from this Onboarding Guide are not permitted.
- Training is best completed on a desktop computer. However, Team Members may complete some training on a mobile device using the new Schoox app.
- Complete all required learning paths, courses, and on-the-job training checklists within 90 days.

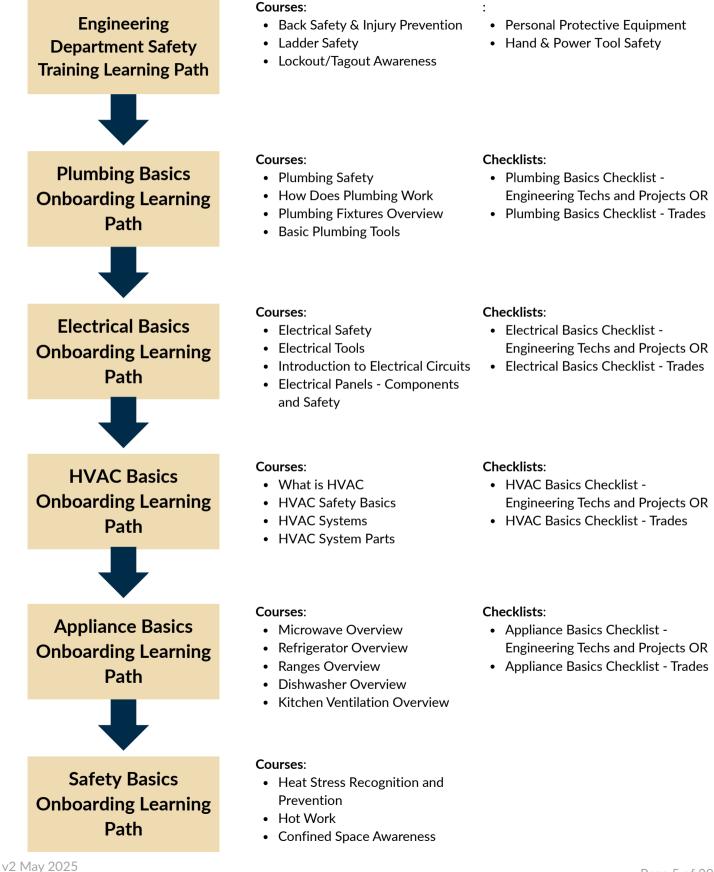
QUESTIONS?

- Refer to the Onboarding Guide, Team Member Guides and Checklists in the Resources section of Westgate Learn.
- Reach out to your Operations Trainer, Engineering Regional Director or the Corporate Engineering Team for additional support.

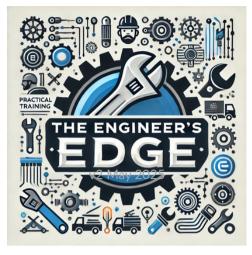


ONBOARDING FLOW









TEAM MEMBER GUIDES

CONTENTS

- Team Member Instructions
- Onboarding Learning Path Flow
- Accessing Training
- Completing a Course in a Learning Path
- Completing a Learning Path
- Signing Off on a Evaluation Checklist (OJT)

TEAM MEMBER INSTRUCTIONS

WELCOME

At Westgate Resorts we want all of our Team Members to be successful and safe in their roles. The Engineer's Edge was designed specifically to enhance skills and educate Engineering Team Members in workplace best practices. Completion of the Onboarding portion is the first step in this educational program to launch you on your career path in Engineering.

INSTRUCTIONS

The Onboarding program has been assigned to you in Westgate Learn and will appear in the Training in Progress section found on your learner home page. Review the instructions below and the rest of the Team Member Guide materials to ensure successful completion of all parts of The Engineer's Edge Onboarding program:

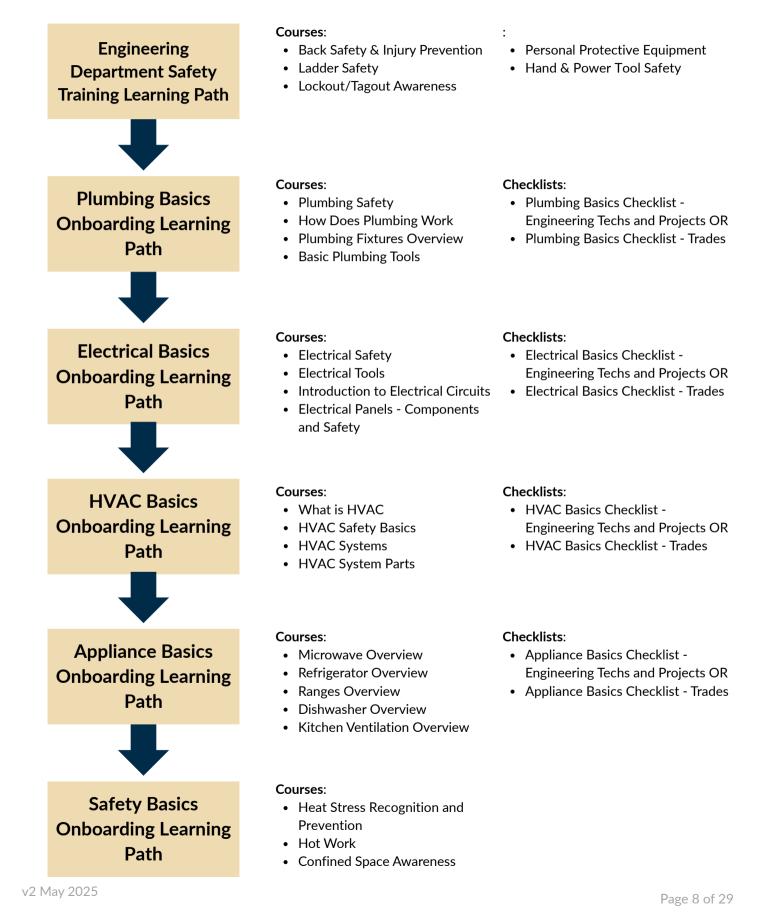
- A list of all the required learning paths, courses and checklists is included in the Onboarding Flow as part of this guide.
- Complete the Engineering Department Safety Training Learning Path **first**, before attempting any other learning paths. The remaining five learning paths may be completed in any order.
- To complete a learning path and receive a certificate, the Team Member must complete all the courses and **one** evaluation checklist, if included. They should select the evaluation checklist based on their role.
- All course videos and Final Knowledge Checks must be completed to receive a course completion in Westgate Learn.
- Evaluation checklists must be completed in the presence of a CFT (or manager).
 - The CFT or manager must also sign off on each task for the checklist and related learning path to show as complete.
- Evaluation checklists must be completed in Westgate Learn for proper documentation. Paper copies of checklists from this Onboarding Guide are not permitted.
- Training is best completed on a desktop computer. However, Team Members may complete some training on a mobile device using the new Schoox app.
- Complete all required learning paths, courses, and on-the-job training checklists within 60 days.

QUESTIONS?

- Refer to the Team Member Guides and Checklists in the Resources section of Westgate Learn.
- Contact your CFT, manager or Operations Trainer for additional support.

ONBOARDING FLOW

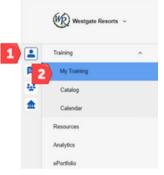




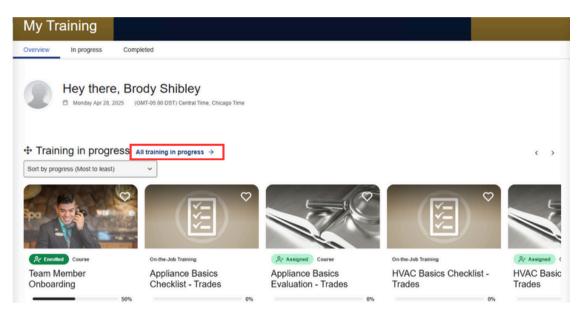
ACCESSING TRAINING



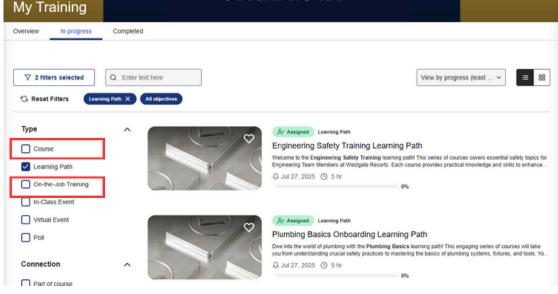
- Login to Westgate Learn.
- Confirm you are in the Learner Workspace by click on the person icon and My Training.



• On your training Overview page, click All training progress next to Training in Progress.



- De-select the Course and On-The-Job Training Filters so only Learning Paths are visible.
 - Click on the Learning Path you want to take to begin your training.

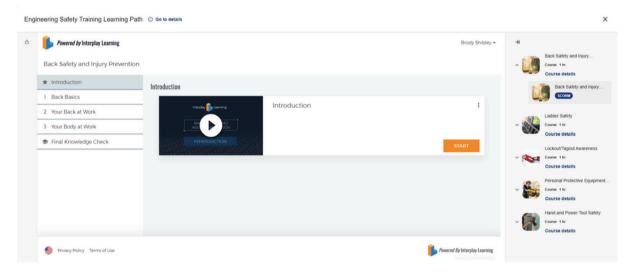


COMPLETING A COURSE IN A LEARNING PATH

• Click on a Learning Path in your In Progress Learning Path list.



- You will jump to the first course of the Learning Path.
 - Click the play button to begin and to start each section.
 - Click and complete each section of the course.
 - You may pause or close the course at any time. The course will remember the section you need to complete.
 - Pass the Final Knowledge Check with a score of 80% or better.

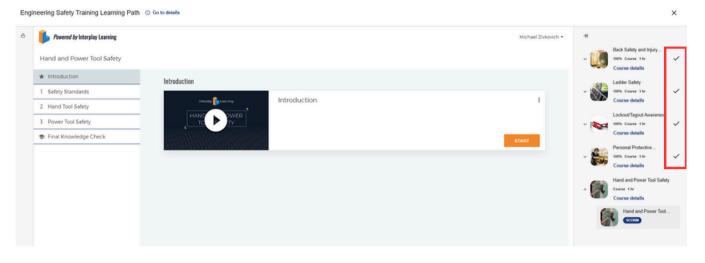


- You have successfully completed the course when a certificate displays.
 You do not need to download the certificate.
- Click Next and Close to close the certificate.
- You may close the course by clicking the "X" in the top right corner of the screen or continue to the next course in the Learning Path.

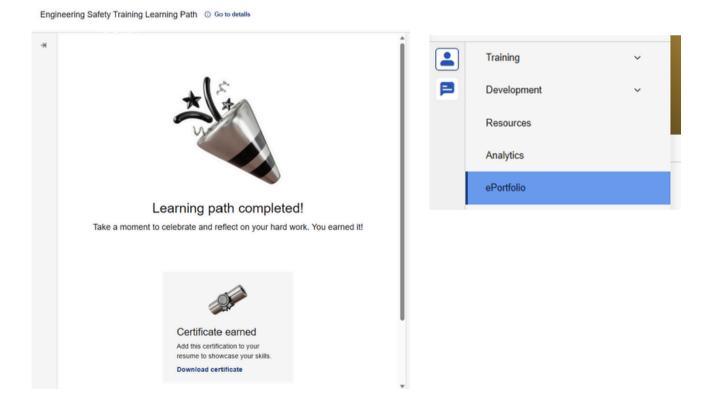
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COMPLETING A LEARNING PATH

• Complete a learning path by completing all the component Courses, On-the-Job Training Checklists or any other material listed.



- When all materials are finished, a completion message will display.
- For each completed learning path, Team Members will earn a certificate.
 - The certificates can be found in your ePortfolio, in the **Certificate** section

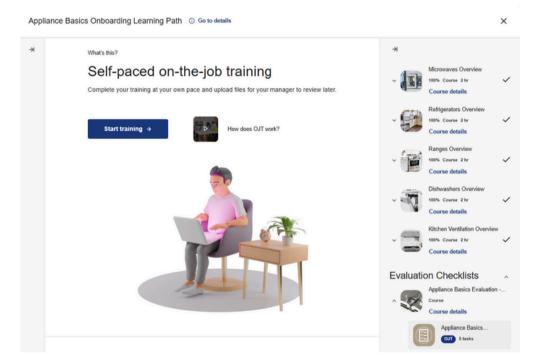




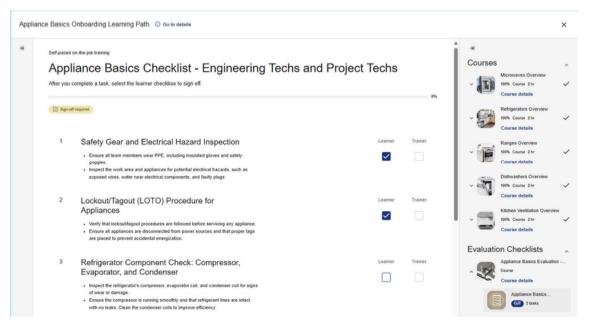
SIGNING OFF ON AN EVALUATION CHECKLIST (OJT) -TEAM MEMBER

NOTE: All courses in the Learning Path must be completed before scheduling a checklist evaluation. Review the checklists in the Guide to ensure you are prepared for all tasks. Checklists or On-the-Job (OJT) Training must be signed off by both the Team Member and a CFT (or Manager) to be considered complete.

• After completing the courses in the Learning Path, click on the Evaluation Checklist and **Start Training**.



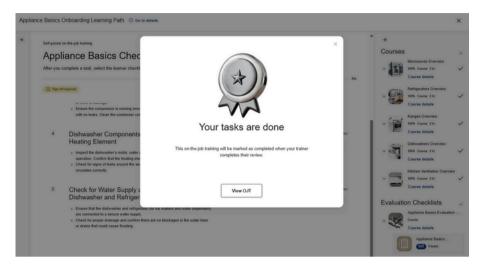
• Complete each task in the presence of the trainer and click the Learner sign-off box.



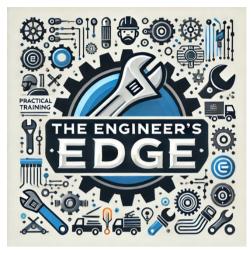




- When all tasks are signed off, a completion message will display.
 Click View OJT to clear the message.
 Close the checklist using the "X" in the top right corner of the screen.







CFT & MANAGER GUIDES

CONTENTS

- Signing Off on an Evaluation Checklist (OJT) -CFT/Manager
- Viewing Team Member Progress

SIGNING OFF ON AN EVALUATION CHECKLIST (OJT) - CFT/MANAGER



NOTE: All courses in the Learning Path must be completed before scheduling a checklist evaluation. Team Members should review the checklists in the Guide to ensure they are prepared for all tasks. Checklists or On-the-Job (OJT) Training must be signed off by both the Team Member and a CFT (or Manager) to be considered complete.

- Go to your My Team Dashboard to find open checklists to be completed.
 - Select **Training** from the vertical menu on the left.
 - Click on **Employees** on the horizontal menu below the Training header.

	Home		Training					
	On-the-Job Training	~	Employees Cour	rses Learning paths Exams	On-the-job training Instructor-lea	d training Compare training		
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	Compliance							
	Training		Choose additional fields					
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				Michael Zivkovich view profile view reporting	3 2:48:26	2 9	٢ ٢	₩ 75 %

Search or click on the Team Member that completed their checklist.
 Click view reporting under their name.

Choose Type	t • •	VG Branson Lakes Resort - Prop Ops Maint	Eng 👻 Choose Job	•] o
Choose additional fields *				
C Brody		ok All Courses	& Events Y @ From: Select Date	To: Select Date 🛛
Name	Total Time	Total Courses	Completions	Completion Rate
Brody Shibley were profile view reporting	③ 39:59:45	<u>59</u>	© 38	<i>#</i> 64 %

- Select the On-the-Job Training Tab
 - Select the Checklist that the Team Member completed.
 - Click the **Details** arrow to open the checklist.
 - Click in the boxes under Sign Off by Trainer to complete the checklist.
 - After all boxes are checked, click the reload button in your browser. The progress bar should turn green and show 100% for that checklist.

See next page for image.

e Engineer's Edge Onboarding Guide - Current Team Members					
Back to employees list					
Brody Shibley Shibley Shibley	V and	fotal On-the-Job Trainings 3	Total Total T	asks Completion 13%	on Rate
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Progress 100% Task list		Signed off by lea	rner	Signed off by train	etails 🔻
		signed on by lea	ir rage	Signed on by train	age:
Safety Gear and Electrical Hazard Inspection Ensure all team members wear PPE, including insulated gloves and safety goggles.		×		~	
 Inspect the work area and appliances for potential electrical hazards, such as exposed wires, water near electrical components, and faulty plugs. 		Apr 28, 2025	5	Apr 29, 2025 by Christopher Dem	nick
Assessment Options >					
Lockout/Tagout (LOTO) Procedure for Appliances		~		~	
 Verify that lockout/tagout procedures are followed before servicing any appliance. Ensure all appliances are disconnected from power sources and that proper tags are placed to prevent accidental energization. 		Apr 28, 2025	5	Apr 29, 2025	
Assessment Options 🕉				by Christopher Den	nick
Refrigerator Component Check: Compressor, Evaporator, and Condenser					
Inspect the refrigerator's compressor, evaporator coil, and condenser coil for signs of wear or damage. Ensure the compressor is running smoothly and that refrigerant lines are intact with no leaks. Clean the condenser coils to improve efficiency.		Apr 28, 2025		Apr 29, 2025	
Source on compression is norming announcy and one reingerein, these are made more than the content on content or content or the one of the tendency. Assessment Options >				by Christopher Den	nick
Dishwasher Components: Motor, Pump, and Heating Element					
Inspect the dishwasher's motor, water pump, and heating element for proper operation. Confirm that the heating element is functioning for effective drying. Check for signs of leals around the seals or hoses and ensure that water circulates correctly.		Apr 28, 2025		Apr 29, 2025	
Creck for signs or reaks around the sears or noses and ensure that water circulates correctly. Assessment Options >				by Christopher Den	nick
Check for Water Supply and Drainage in Dishwasher and Refrigerator		2		-	
Check for Water Supply and Drainage in Dishwasher and Refrigerator Ensure that the dishwasher and refrigerator (for ice makers and water dispensers) are connected to a secure water supply.		Apr 28, 2025	i	Apr 29, 2025	
Check for Water Supply and Drainage in Dishwasher and Refrigerator					nick
Check for Water Supply and Drainage in Dishwasher and Refrigerator Ensure that the dishwasher and refrigerator (for ice makers and water dispensers) are connected to a secure water supply. Check for proper drainage and confirm there are no blockages in the water lines or drains that could cause flooding.				Apr 29, 2025	nick

VIEWING TEAM MEMBER PROGRESS



CFTs and Managers have the option to view progress by individual Team Member or by Learning Path.

Progress by Team Member

• Go to your My Team Dashboard to view your team.

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	Goals	~	Mar 3, 2025					
	Reporting	~	Don't forget to complete the "Wel	coming VI Resorts: What You Need to Know"	course!			
	My Team Dashboard	~	View message					
			My Team's Quick Dashboard			Go to My Team's Dashboard 🕨		
			Team Members	Total Time	Avg. Completion Rate	Compliance Rate		
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• Click on the Team Member's name in the list or enter their name in the search field to find them.

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	Hayden Bradley view profile view reporting	Ō 5:00:00	41	© 12	26 %



- Click on the Learning Path tab.
- Review the Team Member's progress in each learning path.
 Click on the **Details** arrow to see which courses and checklists are completed.

Back to employees li	st							
D Nicholas Boehl view profile					otal Learning paths	Total Time 25:36:		etion Rate
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arch:		Sort By:	Events:		Status:		Category:	
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Electrical Tools				2:00:00	100%	Enrolle	d Details	•
Introduction to Electri	cal Circuits			3:00:00	100%	Enrolle	d Details	F.
Electrical Panels: Com	ponents and Safety			2:00:00	100%	Enrolle	d Details	×.
Evaluation Checklists					_	0%	2	•
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VIEWING TEAM MEMBER PROGRESS



CFTs and Managers also have the option to view all of their Team Members' progress in a specific learning path.

Progress by Learning Path

• Go to your My Team Dashboard to view your team.

Stag	tgate Resorts - TESTING SIT jing 9	Έ -		(WP) WI	ESTGATE		& Shortcuts	
- <u>+</u>	Home				Learn		Assign training	Create report
₽ ₩	Self-Paced Training	×	Team Home	Testi	ng Site			
±	Instructor-Led Training On-the-Job Training	š			0	(GMT-04:00 DST) Eastern Time, New York Time	My team dashboard	Manage team
	Training Rules	~				🖉 Hi Roger Shults 👻		
	Resources							
	Skills	~	📣 Announcements			Go to All Announcements		
	Goals	~	Mar 3, 2025					
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			Team Members	Total Time	Avg. Completion Rate	Compliance Rate		
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- Click on Learning paths in the horizonal menu bar below the Westgate Learn banner.
- Scroll through the available learning paths or search the name or keyword of the learning path you want to see.
- Click on the name of the desired learning path.

		W.K		Learn		
Team Training		ŗ	Testir	ng Site		
Employees Courses	Learning paths	Exams C	On-the-job training	Instructor-led training	Compare training	
Total Learning paths 57 Sort by: Name (A-Z)	Private Learning pa 51	ths Total 18	Courses 7			 00 DST) Eastern Time, New York Time Choose Category
50	Appliance Basics Creation Date: Feb 2		ning Path Users: 6 Completion	1 Rate: 16%		
50	Electrical Basics C Creation Date: Feb 2		ing Path Users: 6 Completion	1 Rate: 50%		
50	Engineering Safet Creation Date: Feb 1		ng Path Users: 6 Completion	1 Rate: 83%		



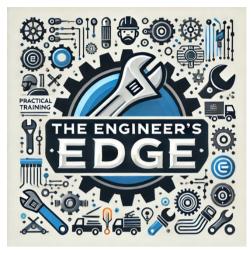
• View the progress of all team members for one learning path.

Back to learning paths list										
50	Electrical Basics Onboa	rding Learning Path								
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Hayden Bradley		Apr 28, 2025 N/A	Jul 27, 2025		0:00:00	0%	Details 🕨			
Scott Johnson		Apr 28, 2025 N/A	Jul 27, 2025		3:00:00	16%	Details 🕨			
Thomas Martin		Apr 28, 2025 N/A	Jul 27, 2025		0:00:00	0%	Details 🕨			
Jason Raymond	I.	Apr 28, 2025 Apr 28, 2025	Jul 27, 2025		10:00:00	100%	Details 🕨			

- Click the **Details** arrow in a Team Members progress to see which courses and checklists.
 - Checklists will not show as completed with 100% progress until both the Team Member and CFT or manager sign off.

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Electrical Tools			0:00:00	096	Enrolled	Details 🕨
Introduction to Electrical Circuits			0:00:00	0%	Enrolled	Details 🕨
Electrical Panels: Components and Safety			0:00:00	096	Enrolled	Details 🕨
Evaluation Checklists				0%	2	•
Courses			Time	Progress	Status	
Electrical Basics Evaluation - Engineering Techs and	Project Techs		0:00:00	0%	Enrolled	Details 🕨
Electrical Basics Evaluation - Trades			0:00:00	0%	Enrolled	Details 🕨





EVALUATION CHECKLISTS

CONTENTS

- Plumbing Basics Checklist Engineering Techs & Project Techs
- Plumbing Basics Checklist Trades
- Electrical Basics Checklist Engineering Techs & Project Techs
- Electrical Basics Checklist Trades
- HVAC Basics Checklist Engineering Techs & Project Techs
- HVAC Basics Checklist Trades
- Appliance Basics Checklist Engineering Techs & Project Techs
- Appliance Basics Checklist Trades

PLUMBING BASICS CHECKLIST - ENGINEERING TECHS & PROJECT TECHS

Plumbing Basics Checklist - Engineering Techs & Project Techs

1. Safety Gear and Tools Inspection

Ensure team member is equipped with Personal Protective Equipment (PPE) like gloves and safety glasses.

Verify that essential plumbing tools (wrenches, plungers, augers, etc.) are in good working condition. TM to identify each in tool bag.

2. Water Shut-Off Valve Test

Locate and test the main water shutoff valve and secondary valves in a unit/room for functionality.

TM to confirm that all valves are accessible and easy to operate in case of an emergency.

3. Water Pressure & Temperature Check

TM to identify a pressure gauge and read water pressure at a building, ensuring it is within the ideal range (40–60 psi).

TM to identify a temperature gauge and read hot water temperature at a building, ensuring it is within the ideal range (120-140F from water heater).

4. Fixture Inspection: Toilets, Faucets, and Showers

TM to check for proper operation of toilets, faucets, and showerheads. Look for leaks, water pressure issues, or slow drainage.

Ensure faucets mix hot and cold water properly and there are no signs of clogs.

5. Drainage System Review

TM to inspect the drainage system for slow drains, leaks, or blockages.

TM to check P-traps and vent pipes for any visible issues and confirm the proper flow in drains.

PLUMBING BASICS CHECKLIST - TRADES



Plumbing Basics Checklist - Trades

1. Plumbing Safety & Tools:

Verify the use of appropriate PPE (gloves, safety glasses) and demonstrate safe handling of power tools and basic plumbing tools (wrenches, cutters).

2. Plumbing Systems & Operations:

Explain how basic plumbing systems work, including water supply, drainage, and backflow prevention methods.

3. Plumbing Fixtures & Installation:

Demonstrate proper installation, maintenance, and troubleshooting of common fixtures (e.g., toilets, faucets, shower valves).

4. Pipe Materials & Joining Methods:

Show proficiency in joining different pipe materials (plastic, metallic, cast iron) using techniques like soldering, threading, and adhesive bonding.

5. Drain Maintenance & Repair:

Conduct unclogging of plumbing systems, including toilets and faucet P-traps.

ELECTRICAL BASICS CHECKLIST - ENGINEERING TECHS & PROJECT TECHS

Electrical Basics Checklist - Engineering Techs and Project Techs

1. Electrical Safety Gear and Hazard Inspection

Ensure all team members is equipped with appropriate PPE: insulated gloves, safety goggles, and non-conductive footwear.

Inspect the work area for electrical hazards such as exposed wiring or water near electrical equipment.

2. Lockout/Tagout (LOTO) Procedure

Verify that lockout/tagout procedures are followed before performing any electrical work. Confirm that power is properly shut off and locked out to prevent accidental energization.

Confirm that power is properly shut off and locked out to prevent accidental energization.

3. Inspection of Basic Electrical Tools

Check that basic electrical tools, such as voltage testers, and insulated screwdrivers, are available and in good condition.

TM to identify applicable equipment in tool back for this trade.

4. Electrical Panels & Circuits

Demonstrate understanding of electrical panels, including safety, circuit breaker operation, and grounding/bonding requirements.

5. GFCI (Ground Fault Circuit Interrupter) Test

Test GFCI outlets and breakers by using the built-in test button or a GFCI tester.

Ensure they are functioning correctly to protect against electrical shock in wet or damp areas.

ELECTRICAL BASICS CHECKLIST - TRADES



Electrical Basics Checklist - Trades

1. Electrical Safety & Tools:

Ensure correct use of PPE and demonstrate competency with electrical tools, including multimeters and wire strippers.

2. Circuit Fundamentals & Installation:

Explain basic electrical concepts, wiring diagrams, and perform safe and accurate circuit installations (e.g., 3-way lighting, receptacles).

3. Electrical Panels & Components:

Demonstrate understanding of electrical panels, including safety, circuit breaker operation, and grounding/bonding requirements.

4. Troubleshooting & Diagnostics:

Conduct troubleshooting of circuits, using schematics and diagnostic tools to identify and repair issues in lighting, receptacles, and panels.

5. GFCI Testing:

Perform tests on Ground Fault Circuit Interrupter (GFCI) outlets using the built-in test button or a GFCI tester to ensure they are functioning correctly, particularly in wet or damp areas.

HVAC BASICS CHECKLIST - ENGINEERING TECHS & PROJECT TECHS

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HVAC Basics Checklist - Engineering Techs and Project Techs

1. HVAC Safety Gear and Hazard Inspection

Ensure all TM is wearing appropriate PPE, including gloves and safety goggles.

Inspect the work area for potential HVAC hazards such as sharp edges, moving parts, and electrical risks.

2. Lockout/Tagout (LOTO) Procedure for HVAC Systems

Confirm that lockout/tagout procedures are followed before servicing any HVAC equipment.

TM to ensure that power, gas, and other energy sources are properly shut off and tagged to prevent accidental activation.

3. Air Filter and Vent Inspection

Examine air filters, vents, and ducts for cleanliness and obstructions.

Check for the proper installation of air filters and ensure they are replaced if dirty or damaged.

4. Thermostat Functionality Test

Test the thermostat for accurate temperature control and functionality.

Ensure the thermostat is calibrated correctly and is communicating properly with the HVAC system.

5. HVAC System Parts Inspection: Compressors, Coils, and Blowers

Identify key HVAC components like the compressor, condenser coil, evaporator coil, and blower motor.

Look for signs of wear, damage, or improper operation. Ensure these components are clean and free of debris.

HVAC BASICS CHECKLIST - TRADES

HVAC Basics Checklist - Trades

1. HVAC Safety & Tools:

Confirm the use of PPE (goggles, gloves, masks) when handling HVAC equipment and demonstrate knowledge of basic HVAC tools.

2. System Operation & Components:

Explain how HVAC systems work, detailing key components like compressors, evaporators, and condensers, and their roles in heating and cooling.

3. Inspect Ductwork:

Visually inspect ductwork for signs of leaks, damage, or blockages, and ensure that all vents are unobstructed to promote effective airflow.

4. HVAC System Parts Overview:

Identify and explain the function of major HVAC components, such as compressors, evaporators, and condensers, emphasizing their role in system performance.

5. Preventive Maintenance & Safety Checks:

Conduct routine HVAC maintenance (filter replacement, coil cleaning) and verify the safety of components, including ventilation and exhaust systems.

APPLIANCE BASICS CHECKLIST - ENGINEERING TECHS & PROJECT TECHS

Appliance Basics Checklist – Engineering Techs and Project Techs

1. Safety Gear and Electrical Hazard Inspection

Ensure all team members wear PPE, including insulated gloves and safety goggles.

Inspect the work area and appliances for potential electrical hazards, such as exposed wires, water near electrical components, and faulty plugs.

2. Lockout/Tagout (LOTO) Procedure for Appliances

Verify that lockout/tagout procedures are followed before servicing any appliance.

Ensure all appliances are disconnected from power sources and that proper tags are placed to prevent accidental energization.

3. Refrigerator Component Check: Compressor, Evaporator, and Condenser

Inspect the refrigerator's compressor, evaporator coil, and condenser coil for signs of wear or damage.

Ensure the compressor is running smoothly and that refrigerant lines are intact with no leaks. Clean the condenser coils to improve efficiency.

4. Dishwasher Components: Motor, Pump, and Heating Element

Inspect the dishwasher's motor, water pump, and heating element for proper operation. Confirm that the heating element is functioning for effective drying.

Check for signs of leaks around the seals or hoses and ensure that water circulates correctly.

5. Check for Water Supply and Drainage in Dishwasher and Refrigerator

Ensure that the dishwasher and refrigerator (for ice makers and water dispensers) are connected to a secure water supply.

Check for proper drainage and confirm there are no blockages in the water lines or drains that could cause flooding.

APPLIANCE BASICS CHECKLIST - TRADES



Appliances Basics Checklist - Trades

1. Safety Protocols & Installation:

Verify the correct use of safety protocols when installing or servicing appliances, including secure connections, grounding, and electrical safety.

2. Troubleshooting & Diagnostics:

Demonstrate troubleshooting procedures for common appliances (e.g., refrigerators, ranges, dishwashers), identifying and resolving typical issues.

3. Component Inspection & Repair:

Show how to inspect and replace key components (e.g., compressors in refrigerators, heating elements in ranges) for efficient operation.

4. Energy Efficiency & Performance:

Explain features of modern appliances that enhance energy efficiency and recommend practices for optimal performance and longevity.

5. Ventilation Systems & Maintenance:

Demonstrate understanding of kitchen ventilation, ensuring proper installation, maintenance, and functionality of exhaust fans and ducting systems.