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Registration Numbers: CRP000821, RCAS00149

A NEW Emphasis on Training

Petroleum Solutions, Inc. (PSI) out of Texas has been in the Petroleum Equipment Service Industry for over 40 years, during those years PSI realized the importance of having and developing skilled service technicians. As such, PSI created a corporate training department that would allow technicians to become certified by various manufacturers such as Gilbarco, Veeder-Root and Verifone. PSI has now been providing training classes for the past 13 years to their network of 90 technicians across Texas. They also offer these courses to other authorized service contractors and customer specified contractors and certify on average 150 Authorized Service Technicians per year.

“Enhancing the expertise of our technicians ensures that, as a business, we maintain up-to-date skills and qualifications while developing highly competent people who are ready and able to work within this industry.” – John Keller, PSI Vice-President.

The Petroleum Equipment Industry has always had the challenge of finding skilled labor resources. In today’s labor market, suppliers of equipment and services in the fuel handling industry are even facing a shortage of skilled workers. This is largely because the Texas economy has low unemployment within industries having similar job skills such as oilfield related work. Because of this, PSI decided to implement a Recruitment and Apprenticeship Program to attract and train skilled workers who are new to the Petroleum Equipment Industry.

Their recruitment process started back in November 2013 when PSI participated in a statewide job fair hosted by the Texas Workforce Commission. This was the “Red, White & You” job fair that was part of a statewide employment effort designed to assist those who have served our country. This opportunity allowed PSI to participate in each region across Texas where they felt the need to recruit. At the end of the recruitment process they ended up with the top 6 candidates to enter into their Apprenticeship Program.

So how do you effectively develop a training program for new-to-industry employees in areas that are technical, complex and highly specialized?

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PSI's Apprenticeship Program offers a range of comprehensive training solutions over a period of 12 weeks. The program was broken down into three phases and included in-class training, testing, certifications and on-the-job mentoring. Chris Headrick, PSI Director of Training, along with Robert Wileman, PSI Service Director, led the efforts in structuring the program curriculum. Portions of the in-class training featured some of OPW University 101-Level training videos and workbooks, covering topics such as Basic Operations of a Retail Fueling Site and Underground Piping & Containment. The focus was to create an extensive training program that would take a new-to-industry skilled worker and have them up-to-date and certified to work in the field within a year. Although the program is still fairly new, PSI has already seen the benefits of a comprehensive training platform and is committed to continuously improving and investing in it.

"Our core business is service and our ability to properly service our customers is critical, that's why we felt the need to put this program in place. Because finding and keeping skilled people is the key to our future growth and sustainability." – Chris Headrick, PSI Director of Training.