

Workforce Development Professional Apprenticeship

Industry-recognized Credentials for
Workforce Development Professionals

Presenters -Partners

- Babette Jimenez - California State University, Sacramento
- Bob Lanter - Executive Director, California Workforce Association

The Apprenticeship Model

- Earn and Learn model
 - 2,000 hours of paid on-the-job training
 - 144 hours of related supplemental instruction
- Industry recognized certificate upon completion
 - State Apprenticeship Council Certificate
 - California State University Workforce Development Professional Certificate

The Beginning:

- Changing landscape and expectations- WIOA and the Workforce System
- Request to create formalized training that supports regional and national agendas
- California State University Commission on the Extended University Grant Award
- 3 campus collaboration – CSU Los Angeles, CSU Long Beach and Sacramento State
- Several needs assessment activities to understand skill gaps and desired competencies

Workforce Development Professional Curriculum

- Pilot curriculum based on focus group feedback and SETA's WDP classification
- Curriculum flexible to address variances in classifications and roles
- Combination of workforce industry topics and soft skill training to increase core competencies
- Role of the training provider

WDP Curriculum Modules

Program Introduction: Future of Workforce Development

The Future of Workforce Development

Key changes in WIOA
California's Workforce Development Plan
Governance Structures and funding
Roles of Federal, State, Local programs

Communicating for Results

Personal Communication Style
Components of successful speech or presentation
Using different styles of communication for different audiences

Service Excellence

Principles of Human Centered Design
Understand AJCC customer flow and design appropriate programs
Personal vision of quality customer service

Managing Successful Projects

Projects and programs
Steps and life cycle of projects
Common project pitfalls – scope, time and resources
Project expectations and communications
Reporting progress to all stakeholders

WDP Curriculum Modules

The Art and Science of Leadership

Challenges, benefits and strategies for motivating a diverse workforce
Leadership principles to motivate and lead team

Leading Organizational Change

Natural cycles of organizational change
Common resistance tactics to change and how to address them
Accelerate adoption of change – with or without authority
Influence approaches

Building High Performing Teams

Manage teams through each stage of team development
Elements of a high performing team and how to achieve them
Building trust and productively engaging conflict

Effective Decision Making

Using critical thinking skills to analyze situations
Attributes of successful decision makers
Decision making techniques and how/when to apply them

WDP Curriculum Modules

Facilitation Skills

Art of Focused Conversation
Effective group facilitation skills
Brainstorming, Action Planning, Success Circle, and Strategic Planning

Relationship Development and Negotiation Skills

Networking to develop community relationships
Importance of the MOU and Cost Sharing/RSA
Various negotiation techniques and styles
Leveraging internal and external resources

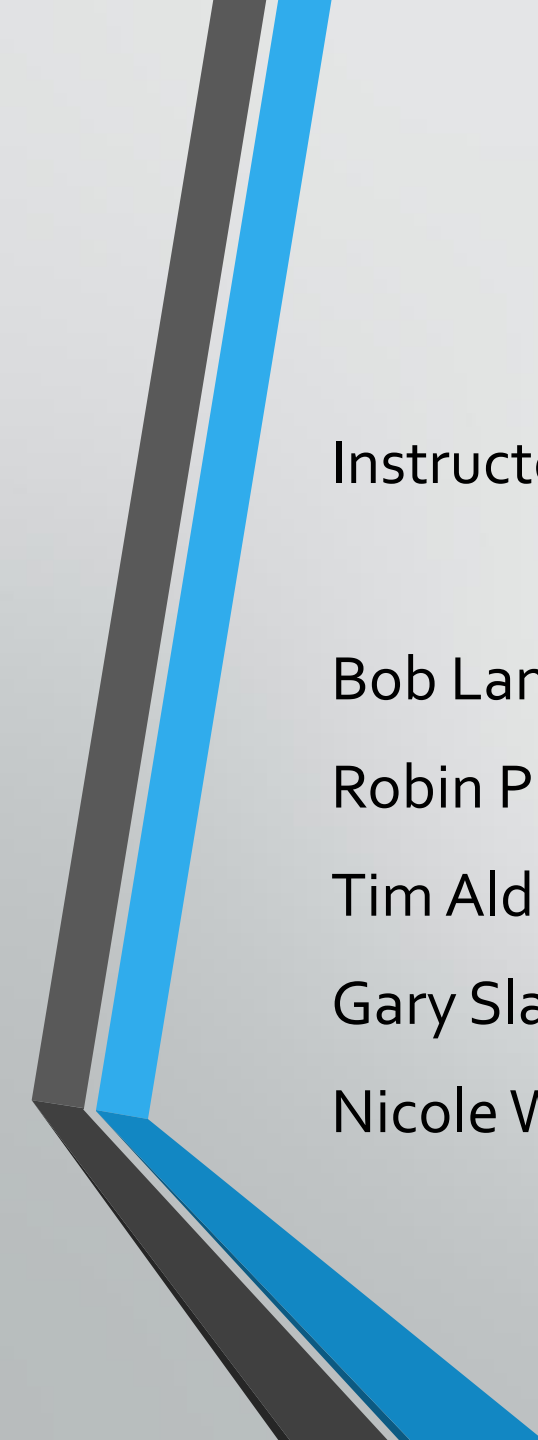
Career Coaching

“Informed customer choice”
Proven strategies to serve individuals with barriers
Assessing academic and occupational skills for short and long-term goals

Business Engagement and Sector Strategies

Role of business as leader i
Regional sector partnership and career pathways
Business engagement theory and strategies

Capstone Project



Classroom Training

Instructors:

Bob Lanter, Executive Director, California Workforce Association

Robin Purdy, Consultant, California Workforce Board

Tim Aldinger, Director Workforce Development, FCCC

Gary Slavit, Consultant, Certified PMI Project Management Trainer

Nicole Welch, MSOD, PHR, ACC, Consultant

Connecting Partners/ Developing a Pilot

- SETA – Seeking Professional Development Strategies
 - Increase quality/capacity; standardize knowledge, skills, and abilities required of staff
 - Identify career pathway for staff and competencies to be attained for promotion
- Participated in “focus group” for CSU Workforce Professional grant
- Discussions with Division of Apprenticeship Standards – Sacramento pilot
 - Local Education Agency – Butte County Office of Education
 - Program Sponsor – California Workforce Association
 - Employer – SETA and other local Boards
 - Employee Representative – AFSCME Local 146

Sacramento Pilot

- Workforce Development Apprenticeship pilot – Began March 1, 2016
- 17 SETA/WDB employees entered apprenticeship program
- CSU Sacramento, College of Continuing Education - 144 hours instruction
- SETA/AFSCME – supervise 2,000 hours of on-the-job training
- Apprenticeship Committee – 4 voting members + DAS consultant and LEA advisor; responsible for oversight and decision-making
- Cost – 80K-100K for tuition, plus advancement costs

CWA – Why Statewide Apprenticeship Model?

- There has been a call from members to formalize staff training
- Compared to other stakeholders our system standards are not consistent
- WIOA/current economy calls for new competencies
- Succession planning is key topic
- CWA has had success with its WIOA Executive Bootcamp

CWA – Program Sponsor

- Oversees registration of apprentices into the program with DAS
- Participates in Apprenticeship Committee as the Chair/Secretary
 - Agenda, post meetings, minutes, etc
- Documents training hours and coordinates with the employers, the LEA and with DAS to record and report hours worked by each apprentice
- Program Sponsors can be affiliated with labor organizations or be non-represented sponsors.
- Promote Program Statewide

Division of Apprenticeship Standards

- Assigned Consultant Assistance:
 - Facilitate training, EEO, implement policies, understand laws and regulations, and State-wide concerns.
 - Reaffirm responsibilities of all parties to the Apprentice Agreement; ensures each party understands their responsibilities.
 - Apprenticeship program orientations.
 - Committee meetings and agendas.

Division of Apprenticeship Standards

- Assigned Consultant Helps:
 - Mediate disputes and/or explain apprenticeship Rules and Regulations.
 - Pro-active site visits to ensure compliance with law, update standards and wages, and reconcile active apprentice list.
 - Outreach to new/potential employers to explain/promote benefits of apprenticeship and create more apprenticeship opportunities.
 - Facilitate completion ceremonies for graduates.

Rules and Regulations

Purpose is to set expectation and rules

- Probationary Period – 180 days and evaluation
- Attendance – must attend all classes and pass with a grade of “CR” or better
- Promotion – To WDP III upon completion
 - Satisfactory Evaluation
 - Satisfactory attendance on instruction
 - Grade of “CR” in classwork
 - Satisfactory OJT Report Completion
 - Complete a minimum of 2080 OJT hours within 24 months

Rules and Regulations

- Advance Credit – Up to 12.5% or 260 hours
 - Demonstrated at least 5 yrs of experience at WDP II level
 - Completed advanced educational degree or license in a related occupational field
 - Passed all WDP3 assessments and earned certificate of completion
 - Other criteria by JAC
- Disciplinary Action
 - Inappropriate behavior, unsatisfactory attendance and evaluation, incomplete OJT report
 - JAC – Written warning, appearance at JAC, appeal, removal

Return on Investment

- Benefit to Employees - Certificate, advancement, and increase in wages and marketability upon completion
- Benefit to Employer – Trained workforce (including WIOA), improved customer service, higher quality/productivity, improved employee relations
- Benefit to the California Workforce Development System – high quality standards for workforce development professionals, consistent and on-going training for employees and AJCC partners, improved customer service

1st Class: Future of Workforce Development

March 22 and 25

Topics:

- Student Timeline
- History of Workforce Development
- WIOA
- Governance and \$ flow
- One-Stop Changes
- Capstone



Incredible Learning

Next Steps

- Apprenticeship and Classes are underway
- Working to find funding support to assist in expansion
- If interested in learning how to bring this to your area – contact Bob Lanter at CWA
 - blanter@calworkforce.org or 916-325-1610