



Schedule of Related Instruction
Revised September 18, 2020



Program: Mid-East Commission and Rivers East Workforce Development Board

Occupation: 13-107100: Career Advisor

Provider of Related Instruction: NCWorks Training Center, In-House Training

Course Description	Hours
1. Welcome to Workforce	
a. On-boarding and Foundation	1
i. Introduction to Integrated Services Delivery	2
ii. W2W Common Acronyms	
2. Overview of the Workforce System	16
a. Governance and Structure	
i. NC Governance Structure	
ii. NCWorks Commission	
iii. USDOL WIOA Final Rule	
iv. USDOL WIOA Governance and Leadership	
v. USDOL WIOA Highlights	
vi. WtW Common Acronyms	
b. Division of Workforce Solutions	
i. Overview – Division of Workforce Solutions	
c. Local Workforce Development Boards	
i. Business Services	
ii. Roles of the WDB	
iii. WDB and PZ Map	
d. Partner Agencies and Organizations	
3. Basic Training	
i. WIOA and the One-Stop Center	
1. History of the NC's One-Stop System	
2. USDOL One-Stop Career Center Fact Sheet	
3. USDOL WIOA Fact Sheet	
4. WtW Common Acronyms	
ii. Adult and Dislocated Worker and Employment Services	
1. WIOA TEGL Adult and DW	
iii. Integrated Services Delivery	
1. ISD Definitions	
2. ISD Framework for Re-engineering System	
iv. Youth Services	
1. USDOL WIOA Youth Fact Sheet	
v. Special Program and Services	
vi. WIOA Title 1: Youth Overview	

- vii. TAA Series: Trade Adjustment Assistance
 - 1. Enrolling Trade Affected Workers for Benefits
 - 2. Job Search and Relocation Allowances
 - 3. The ATAA and RTAA for Older Workers
- viii. Ag Services – Cultivating a Strong and Diverse Workforce
- ix. NCWorks Service Keys, Part 1
 - 1. NCWSK – Part 1 Individual Instructions
 - 2. NCWSK – Part 1 Group Instructions
 - 3. NCWSK – Handout
- x. NCWorks Service Keys, Part 2
 - 1. NCWSK – Part 2 Individual Instructions
 - 2. NCWSK – Part 2 Group Instructions
 - 3. NCWSK – Handout
 - 4. Success vs Excellence Activity
- xi. NCWorks Service Keys, Part 3
 - 1. NCWSK – Part 3 Individual Instructions
 - 2. NCWSK – Part 3 Group Instructions
 - 3. NCWSK – Handout
 - 4. NCWSK – Part 3 Recipe Card
- xii. LMI: Basic Labor Market Concepts and Definitions, Part 1
 - 1. Part 1 – LMI Activity
 - 2. Part 1 – LMI Terms, Definitions and Resources
- xiii. LMI: Basic Labor Market Concepts and Definitions, Part 2
 - 1. Part 2 – LMI Activity
 - 2. Part 2 – LMI Terms, Definitions and Resources
- xiv. Serving Customers with Disabilities, Part 1
 - 1. Definitions and Online Resources
 - 2. Etiquette and Tips to Improve Your Understanding
 - 3. PSA and Discussion
- xv. Serving Customers with Disabilities, Part 2
 - 1. Definitions and Online Resources
 - 2. Etiquette and Tips to Improve Your Understanding
- xvi. Limited English Proficiency (LEP)
- xvii. Diversity as a Fact of Life
- xviii. Part 1 – The Foundation for Career Advising
- xix. Part 2 – Benefits of Certified Career Pathways
- xx. Part 3 – The Connection to the FCD Competencies
 - 1. The Connection to the FCD Competencies
 - 2. FCD Competencies
- xxi. Part 4 – Using Pathways in Goal Setting
 - 1. Pathways as a Goal Setting Tool
 - a. Goal Setting Worksheet
 - b. Visualization Exercise
- xxii. Part 1 – ONET Foundations: Find Occupations
 - 1. ONET Online Desk Aid
 - 2. ONET FAQ's and Resources

xxiii. Part 2 – ONET Foundations: Advanced Search	
1. ONET Online Desk Aid	
2. ONET FAQ's and Resources	
xxiv. Part 3 – ONET Foundations: Crosswalks	
1. ONET Online Desk Aid	
2. ONET FAQ's and Resources	
xxv. Part 4 – ONET Foundations: My Next Move	
1. ONET Online Desk Aid	
2. ONET FAQ's and Resources	
3. My Next Move Fact Sheet	
4. Intermediate Training	16
a. Writing Effective Case Notes	
b. Work Smarter, Not Harder – Virtually	
c. Part 1 – Soft Skills Matter: Effective Communication	
d. Part 2 – Soft Skills Matter: Workplace Etiquette	
e. Part 3 – Soft Skills Matter: Positive Relationships	
f. Part 4 – Soft Skills Matter: Build Your Network	
g. Part 5 – Soft Skills Matter: Snapshot for Success	
h. Part 1 – Applicant Tracking Systems (ATS)	
i. ATS Job Posting Activity	
ii. ATS Sample Resume	
i. Part 2 – Applicant Tracking Systems (ATS)	
j. Part 1 – Resume Series: Building a Great Basic Resume	
i. Resume Templates	
ii. Additional Resources	
k. Part 2 – Resume Series: Making the Most of Your Resume	
i. Additional Resources	
l. Part 3 – Resume Series: Writing an Effective Cover Letter	
i. Cover Letter Checklist	
ii. Part 3 – Additional Resources	
m. How to Prepare for a Behavioral Interview	
n. Part 1 – How to Handle Tough Interview Questions	
o. Part 2 – How to Handle Tough Interview Questions	
p. Job Order Policy	
q. SCAM Employer	
5. Facilitating Career Development	120
a. Self-Study Component	25
6. Equal Opportunity Training (3 hours X 2 years)	6
7. Second Friday Professional Development (25 hours X 2 years)	50
8. LinkedIn Learning Modules and/or Coursera (12 hours X 2 years)	24
9. Various Mandatory Workshops (14 hours X 2 years)	26
a. Safety in the Workplace	2