Schedule of Related Instruction

*Revised December 3, 2021*

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
   1. On-boarding and Foundation 1
      1. Introduction to Integrated Services Delivery 2
      2. History of Workforce Development
2. Overview of the Workforce System 8
   1. Governance and Structure
      1. NC Governance Structure
      2. NCWorks Commission
      3. USDOL WIOA Final Rue
      4. USDOL WIOA Governance and Leadership
      5. USDOL WIOA Highlights
      6. WtW Common Acronyms
   2. Division of Workforce Solutions
      1. Overview – Division of Workforce Solutions
   3. Local Workforce Development Boards
      1. Business Services
      2. Roles of the WDB
      3. WDB and PZ Map
   4. Partner Agencies and Organizations
   5. 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
   6. Adult and Dislocated Worker and Employment Services
      1. WIOA TEGL Adult and DW
   7. Integrated Services Delivery
      1. ISD Definitions
      2. ISD Framework for Re-engineering System
   8. Youth Services
      1. USDOL WIOA Youth Fact Sheet
3. Basic Training 8
   1. WIOA Title 1: Youth Overview
   2. TAA Series: Trade Adjustment Assistance
   3. TAA Series: Enrolling Trade Affected Workers for Benefits
   4. TAA Series: Job Search and Relocation Allowances
   5. TAA Series: The ATAA and RTAA for Older Workers
   6. Ag Services – Cultivating a Strong and Diverse Workforce
   7. NCWorks Service Keys, Part 1
      1. NCWSK – Part 1 Individual Instructions
      2. NCWSK – Part 1 Group Instructions
      3. NCWSK – Handout
   8. 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
   9. 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
   10. Part 1 - LMI: Basic Labor Market Concepts and Definitions
       1. Part 1 – LMI Activity
       2. Part 1 – LMI Terms, Definitions and Resources
   11. Part 2 - LMI: Basic Labor Market Concepts and Definitions
       1. Part 2 – LMI Activity
       2. Part 2 – LMI Terms, Definitions and Resources
   12. Part 1 - Serving Customers with Disabilities
       1. Definitions and Online Resources
       2. Etiquette and Tips to Improve Your Understanding
       3. PSA and Discussion
   13. Part 2 - Serving Customers with Disabilities
       1. Definitions and Online Resources
       2. Etiquette and Tips to Improve Your Understanding
   14. Part 1 – The Foundation for Career Advising
   15. Part 2 – Benefits of Certified Career Pathways
   16. Part 3 – The Connection to the FCD Competencies
       1. The Connection to the FCD Competencies
       2. FCD Competencies
   17. Part 4 – Using Pathways in Goal Setting
       1. Pathways as a Goal Setting Tool
          1. Goal Setting Worksheet
          2. Visualization Exercise
   18. Part 1 – ONET Foundations: Find Occupations
       1. ONET Online Desk Aid
       2. ONET FAQ’s and Resources
   19. Part 2 – ONET Foundations: Advanced Search
       1. ONET Online Desk Aid
       2. ONET FAQ’s and Resources
   20. Part 3 – ONET Foundations: Crosswalks
       1. ONET Online Desk Aid
       2. ONET FAQ’s and Resources
   21. 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
   1. Writing Effective Case Notes
      1. BROCRIP - Worksheet
   2. Work Smarter, Not Harder – Virtually
   3. Part 1 – Soft Skills Matter: Effective Communication
      1. Handout
   4. Part 2 – Soft Skills Matter: Workplace Etiquette
      1. Handout
   5. Part 3 – Soft Skills Matter: Positive Relationships
      1. Handout
   6. Part 4 – Soft Skills Matter: Build Your Network
      1. Handout
   7. Part 5 – Soft Skills Matter: Snapshot for Success
      1. Handout
   8. Part 1 – Applicant Tracking Systems (ATS)
      1. ATS Job Posting Activity
      2. ATS Sample Resume
   9. Part 2 – Applicant Tracking Systems (ATS)
   10. Part 1 – Resume Series: Building a Great Basic Resume
       1. Resume Templates
       2. Additional Resources
   11. Part 2 – Resume Series: Making the Most of Your Resume
       1. Part 2 - Additional Resources
   12. Part 3 – Resume Series: Writing an Effective Cover Letter
       1. Cover Letter Checklist
       2. Part 3 – Additional Resources
   13. How to Prepare for a Behavioral Interview
       1. Handout
       2. Worksheet
   14. Part 1 – How to Handle Tough Interview Questions
       1. Handout
   15. Part 2 – How to Handle Tough Interview Questions
       1. Handout
       2. Worksheet
   16. Job Order Policy
   17. SCAM Employer
5. Facilitating Career Development 120
   1. 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. eSkill Assessments (Excel, Word, and Outreach Specialist 12
9. ACT WorkKeys Essential Skills 12
   1. Working in Teams
   2. Interpersonal and Business Communication
   3. Work Discipline
   4. Customer Service
   5. Problem Solving and Critical Thinking
   6. Financial Awareness
   7. Business Writing
   8. Workplace Observation
10. Various Mandatory Workshops (14 hours X 2 years) 26
    1. Safety in the Workplace 2

Total Hours 288