

Atlanta Regional



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ARWDB Policies & Procedures Manual 2017

Section 2

Assessment Methods and Guided Customer Choice

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Guided Career Choice: The ARWDB will deliver a variety of services, including training through a process titled “guided choice”. While customer choice and satisfaction are major components of WIOA, eligible customers need guidance and assistance in making good training decisions.

Staff of Career Resource Centers and special programs will work with individuals seeking training and advanced services, providing them with resources to collect realistic and factual information to make informed decisions about training programs and maximize their employment opportunities. Career Advisors will help individuals survey a variety of similar training programs, based on their interests, skills, aptitudes and stated desires. This will enable the customer to choose training wisely, select a training program that meets their needs, and offers a reasonable opportunity for the customer to successfully complete training and find employment in a training related occupation. Individuals seeking training assistance will be encouraged to “shop around” and do their homework before selecting a school. This may include visits and interviews with potential schools and instructors, research on job availability within the customer’s commuting pattern, review and analysis of school/program past performance, etc.

While customer satisfaction is a top priority, the customer must meet all entry-level criteria for the school and program of their choice, and the local labor market data must indicate a need for individuals with the skills obtained after training. Additionally, a customer’s assessment results must indicate interests and aptitudes that will lead to successful completion of training, acquisition of a post-secondary credential and employment in a training-related occupation. Staff will provide a variety of resources for collecting information about schools/programs on the approved Georgia Eligible Training Provider list as well as other relevant labor market information to assist customers with making informed decisions.

When choosing training programs, customers will be encouraged to build on existing skills to move up the career ladder in their current career path. Short term training for skills upgrade will take precedence over longer term training for a new occupation. Demands of the labor market and limited training dollars are heavily weighted factors in the training choice activity.

When assessment results do not support the customer’s training interests, staff will work with customer to identify alternative training programs in similar occupations or industries in which the customer may be successful. When assessment results indicate marginal support of training interests or are not conclusive, it may be appropriate to err on the side of the customer. In these instances, training should be approved in small increments as customers demonstrate they can handle the training course work, or redirect the customer in a different career path if the customer struggles or fails with training.

Other aspects of ARWDB policies and procedures also impact customer choice. Some of these policies and procedures may limit customer choice affecting the number of schools and programs available. Career Advisement staff must be knowledgeable in other sources of financial aid to assist customers not selected for WIOA funding. This group may include individuals who want to expand their education, but who are not under-employed or lack self-sufficiency and are not be served by WIOA funds.

CAREER SERVICES

Career Center staff should use information gathered during orientation and throughout the provision of career services. This information is typically found on the ARWDB Application, which may be completed by the applicant before, during or after orientation.

Appropriate staff will review the Applicant Questionnaire and other information available on the participant to determine the objective assessment that is appropriate. Initial assessment of skill levels, aptitudes, abilities and supportive service needs are provided in a variety of formats for adults and dislocated workers. Assessments of basic skills levels and aptitudes and abilities are provided in a structured format with printed reports and counselor review. Customers may also pursue, at their own pace, a variety of computer assisted reviews of interests, temperament and other career exploration information-gathering activities to assist them with making appropriate training choices. These career exploration activities may be conducted via the Internet on personal home computers as well as the computers at the Career Resource Centers. Lists of resources for conducting self-directed activities are available in Career Resource Centers. A Job Search Handbook is available at each computer workstation with explanations of tools available to customers to assist them in the self-directed activities leading to employment. Trained staff is available to provide technical support in on-line activities.

Career exploration assessment activities available as at the Career Resource Centers are listed on the website at www.atlantaregional.com/workforcesolutions. The Job Search Handbook by each station lists a variety of free online career-related assessments available to all customers.

Customers who are determined in need of more intensive services in order to obtain employment may take advantage of comprehensive and specialized assessments of the skills levels and services needs.

OTHER SKILLS AND INTEREST ASSESSMENTS

Provelt – 1,500 skill-level assessments such as computer software, hardware, manufacturing, engineering, accounting, data entry, customer service, and medical terminology.

Brainbench – multiple skills assessments which yield certifications.

CareerScope- Interest and aptitude assessment which yields a list of desirable career “fits” for customer

Georgia Career Information System – Includes career interests and skills identification

www.livecareer.com Interest assessment uses Holland Typologies for career exploration

My Next Move – O*Net Career Exploration component

O*Net Skills Search – Identified Skills yield list of careers to which skills transfer

It is essential for customers seeking specific Information Technology, Project Management and Six Sigma highly specialized training to have specific and accurate assessment of their skill level in order that they select the appropriate training at the appropriate level. Provelt and Brainbench assessments are accessed on the Internet, and customers will take them at the Career Resource Centers. These career area training levels are stipulated on the Atlanta Regional Commission Guidelines for Information Technology (attached).

APTITUDE ASSESSMENT

All WIOA applicants are encouraged to take CareeScope, an interest and aptitude assessment which provides lists of career specialties in the Department of Education career clusters and pathways which are a good fit for the customers. The CareerScope results can be crosswalked to Georgia Career Information System and O*Net for enhanced career exploration and school selection.

Free Assessments of Job Skills Levels are also listed in the Job Search Handbook beside each computer station.

OTHER ASSESSMENT OPTIONS - Other sources of assessment and/or evaluation may be used whenever appropriate and/or in conjunction with the stated assessment objectives. For instance, a customer's completion of college or technical school entrance exams, along with full acceptance into a specific course of study may be adequate and sufficient assessment on a case-by-case basis. This may be appropriate for occupational specific courses in the medical area, dental hygiene, nursing, etc., and where significant screening against rigorous standards is conducted by the school/course of study.

Accommodations are available for assisted assessment as indicated by individual customer's need.

Customers are required to use the data they collect from assessment activities along with Labor Market Research and Program Research to assist them with making a well-informed career choice and the most appropriate training to pursue for employment and upward mobility on their chosen career path.

Customers may access comprehensive information about specific careers listed on the following Chart, O*Net Training Codes. The web site is <http://online.onetcenter.org>

The O*Net Code, listed on the chart, can be used to access specific career information.

This chart will be updated with new information from Burning Glass. – demand occupations and demand skills

O*NET Training Codes		
COURSE OF STUDY	O*Net JOB TITLE	O*NET CODE
<i>Business and Finance</i>		
Accountant	Accountant/CPA/ Auditor	13-2011.01
Accounting Clerk	Accounting Clerk	43-3031.00
Office Technology		
	Administrative Clerk/ Office Clerk	43-9061.00
	Customer Service	43-4051.00
	Legal Secretary	43-6012.00
	Office Manager	43-1011.00
	Paralegal	23-2011.00
	Receptionist/ Information Clerk	43-4171.00
	Secretary	43-6014.00
<i>Education</i>		
Education Administration	Administrator	11-9032.00
Elementary School	Teacher	25-2021.00
Secondary School	Teacher	25-2031.00
Special Education	Teacher	25-2041.00
<i>Healthcare</i>		
CNA/PCT	Nursing Assistant	31-1012.00
Dental Assistant	Dental Assistant	31-9091.00
Dental Laboratory Technology	Dental Lab Technician	51-9081.00
Dialysis Technician	Healthcare Technician (other)	29-2099.99
EKG Technician	Cardiovascular Technician	29-2031.00
Emergency Medical Technician	EMT	29-2041.00
Licensed Practical Nurse	LPN	29-2061.00
Medical Assistant	Medical Assistant	31-9092.00
Medical Lab Technology	Medical Lab Technician	29-2012.00
Medical Office	Office Clerk	43-9061.00
Medical Secretary	Medical Secretary	43-6013.00
Pharmacy Technician	Pharmacy Technician	29-2052.00
Phlebotomy	Healthcare Support Worker	31-9099.99
Radiology Technology	Radiology Technologist	29-2034.01
Registered Nurse	Registered Nurse	29-1111.00
Respiratory Therapy	Respiratory Therapist	29-1126.00
Surgical Technology	Surgical Technologist	29-2055.00

O*NET Training Codes		
Information Technology		
A+, Net+, MCP,Help Desk	Computer Support Specialist	15-1041.00
CCNA, CCNP	Network Systems Analyst	15-1081.00
Computer Programming/ JAVA	Computer Programmer	15-1021.00
CWNA	Network/Computer System Administrator	15-1071.00
MCAD	Applications Developer/Engineer	15-1031.00
MCDBA	Database Administrator	15-1061.00
MCSA	Computer Software Engineer, Systems	15-1032.00
MCSD	Operations Analyst	15-2031.00
MCSE	Systems Engineer	15-1099.02
MOUS	Administrative Assistant	43-6011.00
Oracle	Database Administrator	15-1061.00
Project Management (IT)	Computer & Information System Manager	11-3021.00
QA/Testing	Software QA/Engineer	15-1099.01
Security	Computer Security Specialist	15-1071.01
UNIX	Computer Systems Analyst	15-1051.00
Life Sciences		
Lab Technology	Clinical Lab Technologist	29-2011.00
Regulatory Assurance	Food Science Technician	19-4011.02
Management		
Six Sigma	Industrial Production Manager	11-3051.00
Service Occupations		
Culinary Arts	Chef, Cook	35-1011.00
Management	Food Service Manager	11-9051.00
	Hotel Manager	11-9081.00
Police/Sheriff Patrol	Police Officer	33-3051.01
O*NET Training Codes		
Skilled Trades		
Appliance Repair/Service	Appliance Servicer	49-9031.00
Automotive		
	Specialty Technician	49-3023.02
	Mechanic (Master)	49-3023.01
Construction		
	Brick Mason	47-2021.00
	Carpenter	47-2031.01

O*NET Training Codes		
	Electrician Helper (Apprentice)	47-3013.00
	HVAC	49-9021.01
	Plumber	47-2152.02
	Welder (ARC/TIG)	51-4121.06
Maintenance	Building Maintenance & Repair Worker	49-9042.00
	Machinery Maintenance Mechanic	49-9041.00
Medical Equipment Repairer	Medical Equipment Technician	49-9062.00
Transportation		
CDL- Class A/B	Tractor/Trailer, Heavy Truck Driver	53-3032.00
Freight Conductor	Railroad Conductor	53-4031.00
Youth - Short Term Training		
Customer Service	Customer Service Representative	43-4051.00
Forklift Operator	Industrial Truck Operator	53-7051.00

Individualized Career Service Opportunities

All career services described in the chart below must be made available in one-stop centers beginning on July 1, 2015. There is no operational requirement that services must happen in a specific sequence, and any forms and collateral materials that reflect a sequence of service requirements must be updated July 1, 2015.

Individualized Career Services (as prep for Training)	Service	ARWDB
1.Comprehensive and specialized assessments of skill levels and service needs of adults and dislocated workers 2.Diagnostic testing and use of other assessment tools. 3.In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals	Computer assessments Data Collection	ProveIT! CareerScope – My Next Move - O*Net IEP – both paper and VOS
4.Development of an Individual Employment Plan 5.Employment goals 6.Appropriate achievement objectives 7.Appropriate combination of services to achieve employment goals – including list of eligible training providers	ETPL and ARWDB list of training agreement vendors	ETPL and Vendor list on web site IEP living document updated as needed
9.Group or Individual Counseling, Mentoring		JobSmart Workshop
10. Career Planning e.g, case management	Jobs for which customer will be a competitive candidate upon training completion	Labor Market Research Training Provider Comparison
11.Short Term pre-vocational services 12. Development of learning skills Communication skills Interviewing skills Punctuality Personal maintenance skills Professional conduct to prepare individuals for unsubsidized employment or training 13.In some instances pre-apprenticeship programs may be considered as short-term prevocational services		Offered in conjunction with occupational skills training JobSmart Workshop Jobs4AllNow www.jobs4allnow.com Skills to Pay The Bills videos Soft Skills training video

Individualized Career Services (as prep for Training)	Service	ARWDB
14. Internships and work experiences linked to careers	Work-based training opportunities	
15. Workforce preparation activities that help an individual acquire a combination of: Basic academic skills Critical thinking skills Digital literacy skills and self-management skills Competencies utilizing resources, information, working with others, understanding systems and obtaining skills necessary for successful transition into and completion of postsecondary education, or training or employment		<p>Web sites for Reading, Math and Basic Skills Brush Up – to be conducted on personal schedule.</p> <p>www.Alison.com free courses</p> <p>VCN.org basic and computer skills online courses</p>
16. Financial literacy services		MoneySmart available online – no charge
17. Out of area job search assistance and relocation assistance		
18. English language acquisition and integrated education and training programs	online opportunities	Web site: Learn English Free
FOLLOW UP SERVICES		
19. For participants placed in unsubsidized employment for up to 12 months after the first day of employment.	Career Advisor follow up regularly after employment	Counseling about work place environment
20. Labor Exchange Services provided by WP Staff	Online assistance with filing for UI, job search	Georgia Department of Labor \Job Search Resources at each computer station