



Welcome to Workforce

Overview

Welcome to Workforce, is a 5-part orientation and sequential training plan for new staff of the North Carolina core workforce system and is designed to be completed within two years of hire. Existing staff are encouraged to participate in the training to reinforce their system knowledge and workplace skills. The goal is to provide a consistent foundation from which to build system capacity and quality of services.

Targeted Audience – This training is designed for the core workforce system staff, including staff new to the system and existing staff to reinforce their knowledge and skills. The core workforce system includes these groups:

- Local Workforce Board Directors and staff
- Service provider contractors in the NCWorks Career Centers
- Service provider contractors for Youth services
- Staff of the Division of Workforce Solutions in the NCWorks Career Centers
- Staff of the Division of Workforce Solutions central office (Chapanoke)

Staff of partner agencies and community organizations involved in workforce services are welcome to participate.

Training Sequence, Timeline, and Participation - Available training courses are organized in sequential bundles with timelines for new staff. Supervisors may choose to accelerate the timeline based on employee progress and workload requirements. For existing staff who need a refresher or wish to add to their knowledge, the timelines are not as critical.

Training for all staff:

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| Part 1: On-boarding and Foundation | First 30 days of hire |
| Part 2: Overview of the Workforce System | First 60 days of hire |

Training for Career Advisors (and others at supervisor's discretion):

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|-------------------------------|------------------------|
| Part 3: Basic Training | First 120 days of hire |
| Part 4: Intermediate Training | First year of hire |
| Part 5: Professional Skills | Second year of hire |

Training Delivery and Accessibility – All training components are provided by the NCWorks Training Center and are available through the online Training Registration and Information Network (TRAIN) unless otherwise noted.

New staff members are expected to set up their TRAIN profile as part of their onboarding and introduction (Part 1). Once they receive their login information, staff can begin accessing the *Welcome to Workforce* training.

Websites for information, documentation, and access to training:

- www.ncworkforcetraining.com The Training Registration and Information Network (TRAIN) houses a training library, course registration, and completion records. Each staff member sets up their profile on this site and has access 24/7. For convenience, the new hire training curriculum is bundled under the tab labelled *Welcome to Workforce*.
- www.ncwtc.com The NCWorks Training Center website has a page dedicated to *Welcome to Workforce*, with links to the registration site and resources. An overview of each of the 5 parts of the training plan is accessible through the main menu tabs. In addition a step-by-step process for managers and supervisors to document completion of staff training is included.

