



WORK BASED LEARNING

PARTICIPANT MANUAL



I. INTRODUCTION

Welcome to the West Piedmont Workforce Investment Board's Work Based Learning training program.

This manual will tell you something about the program, its rules, regulations and pay procedures, and give you some tips on staying with a job. Keep this manual for reference and write down the names, addresses, and telephone numbers of people and agencies that are important. The last page of this manual is a form you can use for this information.

II. WHAT IS WORK BASED LEARNING AND ITS PURPOSE?

The West Piedmont Workforce Investment Board funds the Work Experience training program with funds from the Federal Government to give you the chance to train and acquire marketable skills. The work experience is a new training concept, which involves assignments in the public or private sector. This is a short-term or part-time work assignment with a public or private organization for individuals who need assistance in becoming accustomed to basic work requirements or gain new skills in a demand driven industry sector to make them more employable. The training will not exceed 9 weeks or 360 hours. This will give you the opportunity to explore vocational interests and provides job counseling on a one-on-one basis. Training will be designed to enhance the long-term employability of individual.

III. WORK AND JOBS

There are many different jobs and many different businesses, which provide work. Your place of training is your worksite and these worksites may include social service agencies, community organizations, schools, government departments, private nonprofit agencies



and private for profit companies. We have tried to take your interests and abilities into account in assigning you to a job. Every job is useful. Your willingness to do the job assigned and to accept supervision is an important part of the program.

Your supervisor will tell you about training hours, job requirements, and how to conduct yourself on site, and will answer any questions you may have.

With Work Experience, you are allowed to train **a maximum of 40 hours per week.**

IV. WORK RULES

A. Attendance

Your supervisor will keep your time (attendance) records. These are turned in every two (2) weeks. If timesheets are not turned in on time, you will have to wait until the next pay period to be paid. Your timesheet is the basis for paying you. You must sign in on your timesheet when you arrive for work and sign out when you leave. You will be paid only for your time on the job not to exceed 40 hours per week. In case of lateness or absence, YOU MUST CALL YOUR WORK SUPERVISOR before the regular work time or as soon as possible after.

B. Termination

Termination from the training program will be on grounds as follows:

1. Being late or absent repeatedly.
2. Use of alcoholic beverages or drugs during working hours.
3. Breaking any workplace rules. Be sure you understand all the rules of your job so that this does not become a problem.
4. Failure to make an earnest attempt to complete your assigned duties.



5. Cheating or stealing.
6. Failure to notify your worksite in case of absence or tardiness.
7. Inappropriate behavior in training sessions or at worksites.
8. Failure to appropriately respond to instructions from worksite personnel or WIA Program Operator Staff.
9. Other actions that would warrant terminations from program activities.

V. YOUR RIGHTS: GRIEVANCE PROCEDURES

As a participant of the WIA Program Operator, you have the right to use their Grievance Procedure, if you feel they are treating you unfairly or illegally.

If you have a problem, you should first talk about the problem with your worksite supervisor and/or your Case Manager. Most problems can be worked out at this level. If you and your supervisor and/or Case Manager cannot work out the problem, you may meet with the Program Operator's EEO Officer for advice on how to file a grievance.

Your Case Manager will provide you with a copy of the Grievance Procedure upon request.

If a grievance does occur and the Program Operator's grievance decision is unsatisfactory you may appeal the decision to the West Piedmont Workforce Investment Board. If the Workforce Investment Board's decision is unsatisfactory, an individual can appeal to the state level of the Virginia Community College System. The Workforce Investment Board and the Virginia Community College System will provide copies of their grievance procedures at time of appeal.



VI. SUPPORTIVE SERVICES

You will receive counseling in connection with your participation in the program. Ask your work supervisor or Case Manager whom to see for help with personal problems or matters that relate to your work. Your Case Manager will have a list of agencies and people who can help you with medical, tutoring, or other needs that may affect your work. The Case Manager will also help you contact these agencies if you wish assistance.

VII. TIPS ON STAYING WITH YOUR JOB

Keeping a job requires more than the ability to do it well. It means dealing with difficulties such as getting to the job, boredom with the work, and problems with the other workers or your supervisor. Stay with the job and try to reduce these problems. By improving your own performance and developing good work habits, you may solve some of these problems and get more personal satisfaction.

Some points for you to consider are:

- A. Show up every day--Your job needs you just as much as you need it. If you do not show up, someone else has to do your work. This could affect the entire project. If you are really sick, call your supervisor as soon as you are sure you will be absent--do not wait until the last minute. Give your supervisor enough time to find a replacement for you.

- B. Come to work on time--If you show up late for work, you are holding up everyone else. Your supervisor must make sure that all workers show up on time. Being on time really means being early. This gives you time to talk with friends, have a cup of coffee, or do anything else you want to get in the mood to work. Being on time



means starting to work on time, not what time you walk in the door. If you know you are going to be late, let your supervisor know.

- C. Find out how you are doing--If your supervisor does not meet with you regularly to evaluate your progress, you should ask him or her how you are doing at least once a week. Find out what things your supervisor thinks you do well and what things need to be done better. You will know what jobs you need to try harder on. Catch problems before they get really bad. Do not be afraid of criticism; most of the time criticism is not an attack. It is not meant to put you down; it is meant to help you improve yourself or your work. If your supervisor says you need to do something better, ask him or her to show you how to do it better.
- D. Listen and ask--Be sure that you know what your duties are and how to do them right. When you are being trained or given instructions, listen very carefully and ask as many questions as you want. Do not be afraid to say, "**I don't understand.**" Be sure that you know what you are doing before you start a task.
- E. Keep busy--If you find you have run out of work to do, don't sit around waiting for somebody to tell you what to do next, look around to see what still needs to be done. If you do not see anything, ask your supervisor for some work.
- F. Do your best--Always do your best. Everyone is different. Some people can work fast and still get the job done right, which is great. If you are slower, but steady and dependable, that is also very good. Just make sure you are doing your best even if others are goofing off. You may not enjoy every part of your job. There may be some duties that you just do not like or your supervisor may ask you to do something that you really do not want to do. Some tasks are not pleasant but must be done by somebody, so do them well and get them over with.



- G. Take care of your personal appearance--Be neat and clean. Wear clothing that is right for the job. Take a bath or shower daily. Keep your hair groomed.
- H. Be friendly--Make a real effort to get along with other workers and your supervisor.
- I. Consider the future-- Whether participation in the Internship program will be your first job or one of the many; make this a positive experience, both for you and your worksite, and for the WIA Program Operator. Those of you who have worked before may have limited skills and work experience, but are building a foundation for future jobs by participating in this program. In years past, we have had many employers contact us concerning employment-training programs. If information in your file indicates you have performed in a satisfactory manner, this will enhance your prospects for obtaining future jobs. If your file indicates that you have not performed in a satisfactory manner, that information is conveyed to the employer who inquires to us. In other words, we will give any employer an honest evaluation of your performance while employed by us, so it is to your advantage to do your best.

VIII. YOUR SUPERVISOR AND YOU

Your supervisor has the job of showing you the work, which is to be done, and how to do it best in a safe way. To do this, your supervisor will tell you about your job and agency, and will demonstrate the work to be done and skills necessary to do the work well. If machinery or special equipment is used on your job, your supervisor will show you how to care for it and how to use it.

You can help in these efforts and make your job enjoyable and a good learning experience by reporting to work on time and following instructions. If you need help or more explanation about a task or job, ask questions. Your supervisor is also learning from you



and can supervise better if he/she is aware of your problems. Do not run away from problems or make believe they are not there. If you have problems with your job, let your supervisor know right away so that these problems can be cleared up easily.

You may be placed in different jobs as part of your training to give you more diversified work experience and to show you new skills. Be ready to take on new tasks and challenges.

IX. YOUR PAY

You will be paid every two (2) weeks. The Program Operator will go over with you their agency's policy on giving out paychecks.

X. TIMESHEETS

In order for you to be paid on time, the Program Operator must receive an accurate, complete, signed timesheet. Timesheets that are not signed by both you and your supervisor will not be paid. Your timesheet is your responsibility! You must see that it is done correctly.

Some worksites will allow you to fill in the timesheets; at others, your supervisor will fill it in. Please observe the following procedures when filling out the timesheet:

1. Timesheets must be filled out **in ink**. Times should be recorded as they occur. For instance, when you start to work, that time should be put in. Likewise, when you break for lunch, when you start work after lunch, and when you finish work for the day.
2. **Do not** fill in times ahead or allow several days to go by before you fill in your timesheet. Either of these practices could result in losing your job.



3. Corrections to timesheets must not be made by erasing or using white-out. Instead, cross out the incorrect entry and write in the correct one. Then, put your initials and the date next to the correction. In the column for comments, explain the error, initial and date that.
4. Both you and your supervisor will need to sign your timesheet before the Case Manager picks it up. Paychecks will not be prepared for unsigned timesheets! Therefore, failure to sign your timesheet could result in a delay in receiving a check.

XI. MISCELLANEOUS INFORMATION

A. Your Incentive

As a participant, you will receive the federal minimum wage per hour trained.

B. Performance Evaluation

You will be reviewed in your work performance. After you have trained a few weeks, your supervisor will receive an evaluation form to fill in your performance evaluation and will allow you to review it with him or her before it is forwarded to your Case Manager. Both you and your supervisor will have a chance to sign the evaluation and make any comments you have on the evaluation.

C. Length of Work Based Learning Activity

Your work based learning activity will not exceed 360 hours or 9 weeks.

D. Job-Related Injury



If you are injured on your training site, the case manager will give you the correct procedures to follow if you are injured at your worksite.

E. Medical

Any participant with a medical problem or who is taking medication that produces drowsiness, etc., should report it to his or her supervisor. Further, any work restrictions required by a physician and furnished on a physician's form must be reported to the supervisor.

F. Disclosure of Information

When information on a participant is requested by banks or other establishments requiring employment checks, written permission is needed from the participant before the information is released.

XII. IMPORTANT THINGS TO KNOW

1. Name and telephone number of my worksite:

2. Name and telephone number of my Case Manager:

3. Dates of Employment: Started: _____
Ended: _____



4. Hours of Work: _____ hours a week
_____ hours per day (maximum), unless special permission granted. Specific days and hours of worked each day will be decided by your worksite supervisor and/or your Case Manager.
5. You will be paid \$_____per hour for each hour you work.
6. If you should lose your paycheck, you should notify your Case Manager.
7. You will pick up your paycheck from your Case Manager at the [Insert Career Center Information]