

Board, Partners and Staff Training

Board

The WPWDB and LEO Consortium requires all board and Youth Council members to attend annual board development training in the first half of each program year in order to be more informed of regional workforce development successes, challenges and current workforce and economic development initiatives at the regional, state and federal levels.

Board and Youth Council members have the option of choosing among one or more of the following options to meet this required training:

1. Attend in the first half of each program year a presentation coordinated by WPWDB staff (multiple dates would be set to provide options for board members).
2. If a new Board or Youth Council member, agree to read the New Board or Youth Council Member Orientation Guide and schedule a one-on-one new board or youth council training orientation with WPWDB staff. New board members will be unable to vote until they have completed this new board member training.

Partners

1. West Piedmont Workforce Development Board supports a customer-centric model for customer services.
2. Staff and partner capacity building is an essential part of developing and maintaining a high-performance local workforce system.
3. All West Piedmont Workforce Board Area partners will be provided at least annually:
 - a. Training on the fundamentals of the customer-centric principles.
 - b. Customer service training.
 - c. Front-line training on service options.
 - d. Cross training on disability related issues.
4. Partners involved in client assessments will be trained by Adult Education subject matter experts.
5. In addition to the required training above, all West Piedmont Workforce Innovation and Opportunity Act Title I staff working in an American Job Center will prepare a training plan to achieve an approved certification which may include:
 - a. National Association of Workforce Development Professionals CWDP;
 - b. Locally approved certification such as 16 hours of work-related training at conferences or on-site; and/or,
 - c. National workforce certification such as Global Career Development Facilitator, PowerNotes, and/or Dynamic Works.

Staff

1. WPWDB recognizes that our most valuable resource are our employees. The future development of the services and support offered by the organization to the people we support

relies upon our workforce being fully trained and competent to carry out their roles and participate in the development and evolution of the Board's services and supports.

2. The Board is committed to the development and training of each member of staff, equipping them with the necessary skills and knowledge to provide the best possible quality service and supports to the people we support.
3. Induction Training: Training given as an initial preparation upon taking up a position.
4. Mandatory Training: Certain types of training are mandatory and will include such areas as EO training, Safeguarding People We Support from Abuse, ADA, OSHA and Data Protection. Staff are expected to attend all mandatory training.
5. WPWDB will endeavor to ensure that staff receive the necessary training to work in line with policies and statutory procedures relevant to their job description.
6. WPWDB is committed to the professional development of its staff.