

**WEST PIEDMONT WORKFORCE DEVELOPMENT BOARD**

**WORK EXPERIENCE TRAINING PROGRAM**

**PARTICIPANT MANUAL**

WPWDB April 2021

# INTRODUCTION

Welcome to the West Piedmont Workforce Development Board’s Work Experience Training Program. This manual will serve as a guide thorough out your involvement in the Work Experience Training Program, (WEX). Inside you will find information regarding the rules, regulations and stipend procedures. We suggest keeping this manual for reference as you progress through the WEX. This manual includes a space to document the names, addresses, and telephone numbers of people and agencies that are important during the process.

# WHAT IS WORK EXPERIENCE TRAINING AND ITS PURPOSE?

The West Piedmont Workforce Development Board (WPWDB) oversees the Work Experience Training Programs with funds awarded by the Federal Government to give those like yourself the opportunity to work and acquire work readiness skills while you are assigned to a training site. Work Experience Training provides the opportunity to explore vocational interests and provides training site counseling on a one-to-one basis. It is a chance for you to earn a stipend while at the same time learning more about your interest in a particular work environment.

The WEX is a short-term or part-time work training assignment with a public or private organization for individuals who need assistance in becoming accustomed to basic work requirements. WEX assignments are not allowed to exceed 500 hours.

# WORK EXPERIENCE TRAINING SITES

The WPWDB collaborates with many different companies and organizations. These organizations are referred to as training sites. There are many different types of training sites which include, but are not limited to, social service agencies, community organizations, schools, government departments, private nonprofit agencies and private for-profit companies. During the registration process, your interests and abilities were taken into account to assist in assigning you to a training site. Please keep in mind that every assignment or work training experience can be useful and your willingness to complete the training site assignment, while being able to accept supervision is an important part of the program.

Your WEX trainor will explain more about assigned hours, the skills you will be learning, and how you should conduct yourself while on the training site, and will answer any further questions you may have.

# TRAINING RULES

* 1. Attendance

Your trainor will keep your attendance records. Attendance records are turned in every two (2) weeks. If attendance sheets are not turned in on time, you will have to wait until the next pay period to be paid. Your attendance sheet is the basis for paying you your stipend. You must sign in on your attendance sheet when you arrive at the training site and sign out when you leave. You will be paid a stipend only for your time at the training site not to exceed 40 hours per week.

\*In case of lateness or absence, you must call your trainor before the regular work time starts or as soon as possible.

* 1. Reasons for Termination

Termination from the work training experience program may result from the following:

* + 1. Being late or absent repeatedly.
    2. Use of alcoholic beverages or drugs during working hours.
    3. Breaking any training site rules. Be sure you understand all the rules of your training site so that this does not become a problem.
    4. Failure to make an earnest attempt, (good effort), to complete your assigned duties.
    5. Cheating or stealing.
    6. Failure to notify your training site in case of absence or tardiness.
    7. Inappropriate behavior in training sessions or at training sites.
    8. Failure to appropriately respond to instructions from training site personnel or staff of the WIOA Program Operator.
    9. Other actions that would warrant termination from program activities.

# YOUR RIGHTS: GRIEVANCE PROCEDURES

As a participant in the WIOA program, you have the right to use the Program Operator’s Grievance Procedure, if you feel that you have been treated unfairly or illegally. If you have a problem, you should first talk about the problem with your training site trainor and/or your Career Specialist. Most problems can be worked out at this level. If you and your trainor and/or Career Specialist cannot work out the problem, you may meet with the Program Operator’s EEO Officer for advice on how to file a grievance.

Your Career Specialist 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 Workforce Development Board. If the Workforce Development Board’s decision is unsatisfactory, an individual can appeal to the state level of the Virginia Community College System. The Workforce Development Board and the Virginia Community College System will provide copies of their grievance procedures at time of appeal.

# SUPPORTIVE SERVICES

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

# How to be successful in WEX training site

Keeping a job requires more than the ability to do it well. It means dealing with issues such as getting to the job on time, boredom with the work, and problems with the other workers or your trainor. We encourage you to continue to attend training while attempting to reduce these problems. By improving your own performance, developing good work habits, and communication skills, you will solve some of these problems and get more personal satisfaction.

Some points for you to consider are:

* 1. Show up every day--Your training site needs you just as much as you need it. If you do not show up, someone else has to do your tasks. This could affect the entire project. If you are really sick, call your trainor as soon as you are sure that you will be absent--do not wait until the last minute. Give your trainor enough time to find a replacement for you if necessary.
  2. Come to the training on time--If you show up late for your assignment, you are holding up everyone else. Your trainor must make sure that all workers and trainees 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 train. Being on time means starting to train on time, not what time you walk in the door. If you know you are going to be late, let your trainor know.
  3. Ask for Feedback-- If your trainor 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 trainor thinks you do well and what things need to be done better. You will learn more about the areas that you need to put more effort towards. 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 assignment. If your trainor says you need to do something better, ask him or her to show you how to do it better.

* 1. 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.
  2. Keep busy--If you find you have run out of tasks 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 trainor for another task. Be a TEAM player!
  3. Do your best--Always do your best. Everyone is different. Some people can work fast and still get the assignment done right and that is great. If you are slower, but steady and dependable, that's 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 assignment. There may be some duties that you just do not like or your trainor may ask you to do something that you really do not want to do. Some tasks may not be pleasant but must be done by somebody, so do them well and get them over with.
  4. Take care of your personal appearance--Be neat and clean. Wear clothing that is right for the training site. Take a bath or shower daily. Keep your hair groomed.
  5. Be friendly--Make a real effort to get along with other workers and your trainor.
  6. Consider the future-- For many of you, participation in the Summer Work Experience Training program will be your first assignment; make this a positive experience, both for you, your training site, and for the WIOA Program Operator. For those of you who may have worked before and have limited experience, you 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 of us. In other words, we will give any employer an honest evaluation of your performance, so it is to your advantage to do your best.

# YOUR TRAINOR AND YOU

Your trainor has the task of showing you the task which is to be done, and how to do it best and in a safe manner. To do this, your trainor will tell you about your training site 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 training site, your trainor will show you how to care for it and how to use it.

You can help in these efforts and make your assignment enjoyable and a good learning experience by reporting to the training site on time and following instructions. If you need help or more explanation about a task or assignment, ask questions. Your trainor is also learning from you and can better supervise you if he is aware of your problems. Do not run away from problems or make believe they are not there. If you have problems with your assignment, let your trainor know right away so that these problems can be cleared up easily.

You may be placed in different assignments as part of your work experience training to give you more diversified training experience and to further you career exploration. Be ready to take on new tasks and challenges.

# YOUR STIPEND

You will receive a monetary stipend every two (2) weeks. The Program Operator will go over with you their agency’s policy on giving out monetary stipends.

# ATTENDANCE SHEETS

In order for you to receive a stipend on time, the Program Operator must receive an accurate, complete, signed attendance sheet. Attendance sheets that are not signed by both you and your trainor will not be paid. Your attendance sheet is your responsibility! You must insure that it is completed correctly.

Some training sites will allow you to fill in the attendance sheets; at others, your trainor will fill it in. Please observe the following procedures when filling out the attendance sheet:

1. Attendance sheet must be filled out **in ink**. Times should be recorded as they occur. For instance, when you start to train, that time should be recorded. Likewise, when you break for lunch, when you start training after lunch, and when you finish training for the day.
2. **Do not** fill in times ahead or allow several days to go by before you fill in your attendance sheet. Either of these practices could result in losing your placement at this training site.
3. Corrections to attendance sheet 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.
4. Both you and your trainor will need to sign your attendance sheet before the Career Specialist picks it up. The Program Operator will not be prepared for unsigned attendance sheets! Therefore, failure to sign your attendance sheet could result in a delay in receiving your monetary stipend.

# MISCELLANEOUS INFORMATION

* 1. Your Monetary Stipend

As a Work Experience Training participant, you will receive a monetary stipend in the form determined by the WIOA Program Operator. Your WIOA Career Specialist will go over the rate per hour and form of stipend payment.

* 1. Performance Evaluation

Your performance will be reviewed and evaluated. After you have participated a few weeks, your trainor 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 Career Specialist. Both you and your trainor will have a chance to sign the evaluation and make any comments you have on the evaluation.

* 1. Training site-Related Injury

If you are injured on your training site, the following procedures must be followed:

* + 1. Notify your trainor immediately even if your injury seems to be very minor. Complications of a minor injury may result in significant medical attention and costs. If you do not report the initial injury, our Liability Insurance may not pay your medical bills.
    2. Obtain the necessary medical attention at a hospital emergency room as soon as possible.
  1. Medical

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

* 1. Disclosure of Information

When banks or other establishments request information on a participant, written permission is needed from the participant before the information is released.



# IMPORTANT THINGS TO KNOW

1. Name and telephone number of my training site:
2. Name and telephone number of my Career Specialist:
3. Dates of Assignment: Started:

Ended:

1. Assigned Hours: hours a week

hours per day (maximum), unless special permission granted. Specific days and hours of assignment, each day will be decided by your training site trainor and/or your Career Specialist.

1. You will receive a monetary stipend of $ per hour for each hour you participate.
2. If you should lose your stipend check, you should notify your Career Specialist.
3. You will pick up your stipend check from you Career Specialist at .