

## Making ApprenticeshipUSA Work for the Public Workforce System: CUSTOMER FLOW IN ONE-STOP CENTERS

**Registered Apprenticeship** can easily be integrated into the customer flow of one-stop centers. This quick reference guide is a resource for local workforce professionals who are working to incorporate apprenticeship into their service delivery strategies for job seekers and employers. This guide provides ideas and tips for one-stop center staff to help job seekers prepare for and enter Registered Apprenticeship programs and to help businesses find qualified apprentices.

While ApprenticeshipUSA is the term for the overall model, the term Registered Apprenticeship reflects the fact that a business has chosen to register its program with the U.S. Department of Labor or a State Apprenticeship Agency. Registering an apprenticeship program provides a number of benefits, such as a national credential for apprentices and potential state tax credits for businesses.

### 1. INTAKE AND ELIGIBILITY DETERMINATION

Job seekers interested in entering apprenticeship programs will follow normal registration processes for the Workforce Innovation and Opportunity Act (WIOA). These steps typically include orientation to the one-stop center and services available, intake to WIOA programs, and determination of eligibility.

Job seekers must complete eligibility determination prior to beginning the apprenticeship program. Under WIOA, the level of service requirement is reduced but continues to include an interview, evaluation, and a determination of need for training services. One-stop center staff will still want to carefully evaluate a customer's suitability as a candidate for an apprenticeship program.

### 2. ASSESSMENT AND INDIVIDUAL EMPLOYMENT PLAN

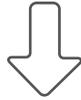
Staff review of assessments, interest inventories, and information collected through one-on-one interviews with the job seeker regarding previous work history and transferable skills will help determine if apprenticeship is the right strategy. Job seekers who do not have reserve funds and need employment while participating in occupational skills training may be ideal for apprenticeship programs.



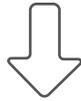
**NEW JOB SEEKER**



One-Stop Center Orientation



Complete Intake & One-Stop Registration



Eligibility Determination



**Assessment & Individual Employment Plan (IEP)**



**NOT SUITABLE**

**Is Candidate Suitable for Apprenticeship?**

**SUITABLE**

Provide Career Coaching & Additional Career Services

Prepare for apprenticeship *(if needed)*:

- Supportive services
- Work readiness
- Basic skills
- Pre-apprenticeship

Application & screening for apprenticeship program

**SELECTED FOR APPRENTICESHIP**

- Training & continued services:
- Complete training paperwork
  - Re-evaluate/update IEP
  - Address barriers
  - Supportive services *(if needed)*

**FOLLOW-UP SERVICES**

**NOT SELECTED FOR APPRENTICESHIP**

The following questions can help guide staff in the assessment of whether a participant is a good fit for an apprenticeship program and in determining the appropriate service strategy:

- Are the participant’s career goals and motivations consistent with apprenticeship? For example, is the participant willing to enter employment as an apprentice and commit to the full completion of the apprenticeship program?
- Does the participant have a career interest and aptitude in an occupation that can be learned through an apprenticeship? (For a list of apprenticeship occupations, visit <http://www.doleta.gov/OA/occupations.cfm>).
- Does the participant need an “earn and learn” service strategy (i.e. the participant needs to be earning a wage while participating in training)?
- Is the participant ready now to enter an apprenticeship program or are additional services and supports needed first?

Once the assessment is completed and the value of apprenticeship training has been established, staff and the participant will build an Individual Employment Plan (IEP) and identify the resources necessary to support the plan. For example:

- Set goals to enter and complete an apprenticeship program
- Identify any services needed to help the participant prepare for entry into an apprenticeship
- Identify resources to address barriers to successful completion of the apprenticeship program
- Identify action steps and set timetables
- Identify responsibilities of the partnership and one-stop center staff

To ensure apprenticeship is a good career path for the individual, staff and the participant may explore pre-apprenticeship, remedial academics including math and reading comprehension, job shadowing, or work experience opportunities to gauge interest and skills prior to beginning an apprenticeship program.

### **3. PREPARATION FOR APPRENTICESHIP PROGRAMS**

While some WIOA participants may be ready to immediately enter apprenticeship programs, many participants will need services and supports to prepare them to begin an apprenticeship. Common services for participants prior to entering apprenticeship programs include:

- Basic skills training can help participants meet any minimal skill requirements of the apprenticeship program.
- Apprenticeship is a job, so participants will be employed when they begin an apprenticeship program. Therefore, work readiness activities may be appropriate to prepare the individual to enter the workplace.
- Organized pre-apprenticeship programs typically provide basic skills, work experiences, and other activities – as well as assistance in applying for, or even direct entry into, a Registered Apprenticeship program.
- Supportive services, either provided by WIOA programs or through referrals to partner programs or community organizations, may be needed until the participant begins the apprenticeship and starts earning wages.

## 4. SCREENING APPRENTICESHIP CANDIDATES

Customers who are determined suitable for apprenticeship will need to be carefully screened for specific apprenticeship programs. Screening candidates and referring potential apprentices is a valuable service that one-stop centers can provide to employer customers. If Business Services staff serve as the liaison between employers and job seekers, they can work with employers to guide the process and ensure quality candidates are provided to employers for consideration.

While the exact process will vary depending upon the service delivery approach of each one-stop center, below is an example of the steps in screening and referring apprenticeship candidates.

- **One-stop center staff work with the employer to determine the application and screening process.** Staff accept applications for apprenticeship positions from job seekers on behalf of employers. Applications are accepted at the one-stop center, so job seekers do not have to travel to each employer location to apply for various apprenticeship programs. Applications are accepted either year-round on a rolling basis, or for a specific or limited time period, depending on the preferences of the employer and the enrollment period for the apprenticeship program.
- **One-stop center staff assess and screen applicants based on employer requirements.** The exact approach will vary based on the employer and apprenticeship program, but the following are examples of screening questions:
  - Is the occupation appropriate for the participant based on his or her career interests and aptitude?
  - Does the participant have a criminal history or other barriers that make securing a job in this occupation difficult?
  - Does the employer have minimum educational or skill requirements for the program? If so, does the participant meet those requirements?
  - Does the employer have a work readiness requirement as part of the application process? If so, has the participant completed work readiness and received a certificate?

For those participants who pass the screening, one-stop center staff will collect and process applications for the apprenticeship program. Staff will need to determine a process for participants not identified as candidates – either referring them to other career services or training or to other appropriate apprenticeship programs.

- **One-stop center staff deliver the completed applications to the employer.** The employer conducts interviews and selects from the pool of applicants for hire. One-stop center staff can help to arrange interviews with candidates. Selected candidates are hired as apprentices and prepare to begin the apprenticeship program. Applicants not selected should be referred back to the one-stop center for career services and other opportunities.

## 5. POST-SELECTION SERVICES AND SUPPORT

The one-stop center may determine that a person needs continued services and support during the apprenticeship training period, to ensure successful transition to and retention in the training.

Apprenticeship consists of both on-the-job training (OJT) and related classroom instruction. WIOA programs can support both through OJT contracts and Individual Training Accounts. Participants may need assistance with the costs related to training, such as fees, books, and equipment. Staff will need to follow the process and protocols of their one-stop center for completion of any necessary training paperwork prior to beginning the apprenticeship. Supportive services may also be appropriate, until the participant has begun to earn wages through the apprenticeship and reached a point of self-sufficiency.

As with all WIOA service strategies, typical services and case management activities would continue. These services include re-evaluating and updating the IEP (as needed), helping participants to address any challenges that arise, and providing follow-up services.

For more information on Registered Apprenticeship programs and how the workforce system can use apprenticeship as an effective workforce strategy, visit the ApprenticeshipUSA toolkit at [www.dol.gov/apprenticeship/toolkit/index.htm](http://www.dol.gov/apprenticeship/toolkit/index.htm).