Clerical
APPRENTICESHIP PROGRAM

Apprenticeship Training Program for Clerical positions

A partnership between Newport News Public Schools and Virginia Department of Labor and Industry

NEWPORT NEWS PUBLIC SCHOOLS

Purpose:

The purpose of the Clerical Apprenticeship Program (CAP) is to ensure the professional development of all clerical employees by providing relevant, educational & on the job training. The Apprenticeship Program is Virginia registered using an occupation specific training model that produces highly skilled workers to meet the demands of employers competing in a global economy. Employees may earn increases to their salaries with successful completion of level requirements.

Benefits:

Some of the benefits to the staff will be:
➢ increased pay for a higher level of skills
➢ increased knowledge & skills
➢ increased competitive edge
➢ strengthened bond between management, supervisor, and employee
➢ nationally recognized credential
➢ no charge to the employee for coursework

The school system will benefit by having a highly qualified workforce that will ensure a commitment to customer service and organizational expertise.

Who is eligible?

- Any non-probationary contracted employee below Grade 26 who is in good standing is eligible to enroll. "Good standing" is defined as not having a Performance Improvement Plan (PIP) or write-ups and demonstrating good attendance.
- Employees *must* have at least a high school diploma or GED to participate in the program.
- Participation in the program is voluntary. If an employee chooses not to participate, he/she will continue to benefit from the standard pay scale.
- The employee must participate on his/her own time.
- If an Apprentice is promoted to a clerical position above Grade 26 during the apprenticeship cycle, the Apprentice may continue the program, but will not receive an additional pay increase for program completion.

How do I enroll?

- Complete and submit online application during enrollment period.
- The application includes the following:
  o professional resume,
  o copy of high school diploma or GED,
  o written response explaining why the applicant would like to be part of CAP, and
  o recommendation from your immediate supervisor.
- The Apprenticeship Training Program for Clerical positions is a two-year program. Once the program begins, new apprentices will not be added.
- Contact the Human Resources office for application period dates.

Selection Process:

- Eligible candidates will be interviewed before being selected.
- Must have a principal/supervisor recommendation.
- Candidate must provide a resume to the interview team.

Class Format:
> Classes will be offered in a variety of modes of instruction, including in-person, online, and hybrid (a combination of both). Laptops with webcam will be distributed.

Expectations:
- The Apprentice is expected to maintain a passing grade, "C" or better in all courses.
- The Apprentice is expected to attend **ALL** scheduled courses. If an Apprentice has more than **two** (2) absences (for any reason) each year during the apprenticeship cycle, he/she will be removed from the program. It is the responsibility of the apprentice to request and submit missed work prior to the next scheduled class. No exceptions will be made for illness, vacations, parent conferences, part-time jobs, etc. Apprentices may be asked to research the missed topic and to write a paper or complete an alternative assignment to hold them accountable for the missed content.
- The Apprentice is expected to be prepared for class and complete **ALL** required assignments by the due dates given. The Apprentice should contact the Human Resource Training and Development Coordinator immediately if unable to adhere to any deadlines. Grades will be dropped 10 points per day the assignment is late.
- If the Apprentice has any work performance issues or disciplinary occurrences while in the program it will result in the Apprentice being dropped from the program. Apprentices are expected to notify the Human Resources Training and Development Coordinator of issue and/or occurrence.
- All assignments and online classes shall be completed on personal time, not NNPS time.
- The Apprentice will be supported by a mentor and will complete on-the-job training hours required by program.
- The Apprentice must demonstrate desire for advancement by applying and interviewing for a clerical promotion/position no later than two years after receiving CAP certification or serve as a mentor for one two-year apprenticeship cycle.
- If the Apprentice does not apply/interview for promotion/position or serve as a mentor as described above, all tuition and fees paid by NNPS on the behalf of the apprentice including the 3.5% pay increases will be repaid to NNPS within one year following such decision.

Successful Year 1 & 2 Completion will include:
- Successful completion of all required coursework and 144 classroom hours per year,
- Completion of all on the job training (minimum 1,000 hours per year),
- Receive a recommendation from immediate supervisor and Clerical Advisory Board, and
- Satisfactory performance evaluation.

Year 1 & 2 Rewards:
- A 3.5% salary increase after successfully completing Year 1 and Year 2
- Certificate of Completion of Apprenticeship from the Department of Labor and Industry, Commonwealth of Virginia approved by the Virginia Apprenticeship Council
- Recognition at School Board Meeting

Clerical Apprenticeship Program Course Schedule

Year 1 (144 Total Hours)		Year 2 (144 Total Hours)	
November (27 Hours)	**Hours**	**October (18 Hours)**	**Hours**
Program Requirements	2	Leadership Skills & Teambuilding	4
Time Management/Organizational Skills	4	Dealing with Difficult People-Online	10
Teambuilding	2	Financial Functions	4
Self-Evaluation & Goal Setting	2	**November (14 Hours)**	**Hours**
Writing Basics 101-online	15	Goal Setting & PD Plan	2
Life Reflection Assignment	2	Spanish II	12
December (16 hours)	**Hours**	**December (8 Hours)**	**Hours**
Writing Basics 101-online	14	Spanish II (Continue)	8
Work Reflection Assignment	2		
January (16 hours)	**Hours**	**January (24 Hours)**	**Hours**
Word, Excel, and PowerPoint	6	Conflict Management-Online	10
English 1	10	English II	10
		Dealing with Workplace Stress	4
February (20 Hours)	**Hours**	**February (22 Hours)**	**Hours**
Outlook & Technology	2	Records Management	6
Changing Role of Secretary	2	Coaching & Feedback	10
General Secretary 101-online	10	Event Planning & Project Presentation	6
Keys to TRUST	2		
Teamwork	2		
March (18 Hours)	**Hours**	**March (12 Hours)**	**Hours**
Planning Meetings & Arranging Travel	2	Graphic Design & Publisher w/ Project	6
Keys to Effective Communication	2	Student Advancement	6
Providing Great Customer Service	2		
Working with ESL Families	4		
Spanish I	8		
April (12 Hours)	**Hours**	**April (18 Hours)**	**Hours**
Spanish I	12	Business Etiquette & Professionalism Online	12
		SharePoint	4
		Generational Differences	2
May (25 Hours)	**Hours**	**May (14 Hours)**	**Hours**
Math101-online	17	Interviewing Skills	4
Legal Issues	4	Google Docs	4
Crisis Training	2	School Operations-CNS	2
Self-Reflection & Development Plan	2	School Operations-Plant Services	2
		School Operations-Transportation	2
June (11 Hours)	**Hours**	**June (14 Hours)**	**Hours**
Sensitivity Training-Online	7	Final project and Presentation	12
Self-Reflection & Development Plan	4	Apprentice Wrap Up	2