October 28, 2019

Registered Apprenticeship Navigator
Related Technical Instruction (RTI) – 144 Hours

APPROACH

Keystone Development Partnership (KDP) will pilot the Ambassador Apprenticeship RTI to a cohort of up to 20 apprentices in the Southeast Pennsylvania region. The Director of the PA Apprenticeship and Training Office (ATO) provided guidance to KDP in the design of the program content. KDP will take this opportunity to gain experience in delivering the program in order to further refine it. While KDP pilots the program in Southeast PA, recruitment will occur for sessions to be delivered in Central and Western PA. RTI sessions will be recorded and made available to apprentices unable to attend that day's session in person.

The RTI will be a blend of classroom instruction and online discussions. The intent is to host a forum for the apprentices to gather best practices and to share approaches to problem solving. KDP will post readings and facilitate online discussions.

CONTENT

RTI sessions will vary in length, each lasting one or more days. In-class instruction will be scheduled to allow for ample travel time, and lunch will be provided. Each session will typically include a combination of apprenticeship-specific knowledge provided by KDP, the PA Office of Apprenticeship and Training (ATO) and outside experts, as well as related classroom instruction provided by Penn State University. The latter will result in apprentices receiving a Certificate of Completion for **Project Management** and for **Workforce Intermediary Program**, a new certificate developed by Penn State that includes **7** professional training modules relevant to apprenticeship program development. Graduates will also receive an ATO journey workers certificate.

KDP will utilize the online collaboration platform Basecamp to support each RTI session. The site will host:

- Questions and Answers to facilitate discussion of topics before and after the RTI sessions, with a requirement for the apprentice to respond to at least two other posted responses
- Homework assignments (e.g. required reading, research/writing assignments, "take home" or "open book" quizzes, presentation development, etc.)

Apprentices will spend at least 2 hours engaging the resources on Basecamp for each day of classroom instruction, including required readings and group discussions. This time will count towards the 144 hours of RTI. Over the Winter 'Break', apprentices will also be assigned readings from the RTI's textbook: *Connecting People to Work: Workforce Intermediaries and Sector Strategies.*

Apprentices must complete the first six modules in order to qualify to participate in the 4-day Project Management course (Module 7).

RELATED TECHNICAL INSTRUCTION OUTLINE

Total Number of Classroom Days: 14

RTI Hours: 14 x 8 hours/day (*6 in-class + 2 online*) + 16 hours (*Winter 'Break'*) + 16 hours (*Alliance Building*) = 144 hours

Module 1: Apprenticeship 101: September 25th, October 16th

Overview of registered apprenticeship (RA) and pre-apprenticeship (Pre-RA) including the history of apprenticeship, components including RTI and work process, its value as a workforce strategy and return on investment (ROI), introduction to the RA registration process including how to customize the registration packet, developing standards (Appendix A and Employer Acceptance Agreement, training provider letter), review, presenting to the PA Apprenticeship and Training Council (PATC), intro to Pre-RA, planning outreach and customizing presentations for a variety of audiences, plus RAPIDS 101.

Module 2: Leveraging Funds: November 7th

Identifying funding sources for RA and Pre-RA programs including the Workforce Innovation and Opportunity Act (WIOA), US Department of Labor, PA Department of Labor & Industry (including PAsmart), Department of Community Economic Development, Sector Partnerships, and Local Workforce Development Boards (LWDBs). Session includes an introduction to grant proposal writing, grant fiscal and program monitoring, Labor Market Information (LMI), and the Center for Workforce Information and Analysis (CWIA). Penn State will provide sessions on **Business Writing Styles/Email Etiquette** and **Business/Writing/Grammer**.

Module 3: Industry Stakeholder Engagement: November 21st, December 11th

Engaging employers, unions, workforce and economic development boards, industry associations, chambers of commerce, and educators for apprenticeship sponsorship and to build the apprenticeship ecosystem. Session includes best practices for outreach to industry stakeholders, collaborating with LWDB for employer forums, and strategies for presenting to each organization to promote collaboration. This session will also consider strategies for engaging employers including setting expectations, providing guidance, facilitating meetings and conference calls with potential partners and stakeholders and managing program registration. The apprentices will explore the relationship between the intermediary and potential sponsors, and provides strategies to support existing programs. Penn State will provide sessions on **Communicating Effectively** and **Building Work Relationships**, and KDP will lead a Myers–Briggs Type Indicator (MBTI) component.

Winter "Break": *Connecting People to Work*: First 8 weeks of the new year

Apprentices will be assigned select reading from the textbook *Connecting People to Work: Workforce Intermediaries and Sector Strategies.* Discussions on the content will be facilitated by KDP using Basecamp.

Module 4: Group Dynamics and Organizational Development: February 27th

Session focuses on engaging unions, labor relations, and joint apprenticeship programs (when appropriate); developing collaboration with the regional program partners; and managing conflict. Penn State will provide a session on **Resolving Conflict**.

Module 5: Customer Sales & Service: March 19th

Session provides an introduction to marketing apprenticeship programs to stakeholders and helping to facilitate their creation. Topics include: consultative sales; customizing curriculum for RTI; how to work with subject matter experts (SME) designated by employers and unions; designing a structured on the job training (OJT) program; identifying regional training providers, and identifying existing work processes as models for new sponsors or trade additions. Penn State will provide sessions on **Consultative Sales** and **Critical Thinking**.

Module 6: Mentoring for RA Success: April 16th

Mentorship is critical for the apprentice to succeed during the on the job training (OJT). This train the trainer session targets mentors for the OJT or On the Job Learning component of the apprenticeship work process. This includes an introduction to learninig styles, the roles of the journeyworker as mentor, the importance of structured OJT sessions, and communication and problem solving. The Navigator apprentices will learn how to lead the session and conduct role playing exercises targetting adult learners.

Module 7: Project Management: May 7th & 8th , May 21st and 22nd

This 4-day Penn State course emphasizes: project processes, knowledge areas, terms, tools, formulas, and how to faciltate planning and documentation of accomplishments and program goals, as well as soft skills such as team development, leadership and decision-making.

Module 8: Technical Assistance for Apprentice Recruitment: July 16th

An introduction to developing the pipeline for RA including developing Pre-RA programs, models for the selection process, and an introduction to Equal Employee Opportunity (EEO) guidelines for new hires and incumbent workers. Diversity Equity & Inclusion (DEI) strategies, and understanding the role of community outreach with Community Based Organizations (CBO), Faith Based Organizations (FBO), PA CareerLink® offices, school districts, Intermediate Units, CTE programs, and 2 & 4 year education institutions.

Module 9: Knowledge of PA Compliance Review and Quality Assessment Process: August 20th

Content includes the requirements for RA and Pre-RA programs, including meeting grant requirements. ATO will present.

Module 10: Policy Advocacy and Coordinating with Government Agencies and Elected Officials:
August 20th

Strategies for updating key agencies and local representatives about RA and Pre-RA programs. Session will be led by the Keystone Research Center (KRC).

Module 11: Keystone Apprenticeship Alliance Building: Summer 2020

Establishing RA; Strategic Planning, Project Implementation, and RA initiatives; The Role of the Intermediary: This capstone project documents the apprentices' experiences as a workforce development professional in the field promoting RA as an effective workforce strategy.

Module 12: Keystone RA Navigator Statewide Workshop & Networking Event: September 2020

Workshop will focus on effective networking, strengthening relationships, and develop strategy and next steps for coming year(s).