Advanced Learning Program Series

Program Overview

Instructor Guide

Goodwill of Central and Northern Arizona

Purpose

The purpose of this course is to provide a basis of knowledge of the Advanced Learning Program.

How to Use This Guide

This instructor guide is designed to help you deliver the Program Overview training. Explanations of what to say, what to do, and how to conduct activities, if applicable are provided within this guide; however, you can use the left side of each page to enter your own notes to help you train this session.

You will also see PG referenced throughout this material, it stands for Participant Guide. References will only be provided when relevant to the training.

Durations are estimates only and may not reflect the final recorded training sessions.

Materials Needed

Use the following materials as you train this session**:**

- Advanced Learning Program Overview Training PPT
- Advanced Learning Case Note Documentation Templates Document

Program Overview

Advanced Learning Program *Series*

Program Overview

g

Slide 1: Title Slide

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: Welcome to the Advanced Learning Program Overview training. There are five courses in this training series.

This process is used to enroll a Learner into the Advanced Learning Program.

Let's get started!

Program Overview

Slide 2: Common Terms

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: Before we get started there is some common language you will see throughout the Advanced Learning Program.

Let's review some of these terms.

A **Learner** is anyone that is enrolled in the Advanced Learning Program.

Support Team is any Staff Members that will/have assisted the Learner in their program. This includes but is not limited to Career Navigators, Contact Center, Training Solutions, and anyone attached to the Learner.

A **Referring Party** is the support team member that referred the Learner to the Advanced Learning Program.

Advanced Learning is a virtual self-paced on-demand training that is easy to access via a Learning Platform. Advanced Learning offers certification and certificates.

Program Overview

Enrollment Process Steps

Referral Request

Genesis Review

Evaluator Interview

Program Enrollment

Follow Up Services

Slide 3: Enrollment Process Steps

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: The enrollment process for the Advanced Learning Program consists of five steps:

- Referral Request
- Genesis Review
- Evaluator Interview
- Program Enrollment
- Follow Up Services

Step 1 – Referral Request

1. Email referral request is sent by referring party. The email should include:

- **Subject:** Advanced Learning Request
- Learner Name
- Genesis ID
- Advanced Learning program requested

2. The referring party also creates a Referral Activity in Genesis.

3. The Referral request is reviewed and the case notes are evaluated.

4. A referral status email is sent to the referring party.

The timeframe to complete this process is **2 business days.**

Slide 4: Step 1 – Referral Request

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The first step of the process is fairly new and has been standardized for those that will refer Learners to the Advanced Learning Program.

Do: *Click to bring in animation*

1. An email referral request is sent by the referring party (i.e., Career Navigator) with:

- Subject: Advanced Learning Request
- Learner Name
- Genesis ID
- Advanced Learning Program Requested

Do: *Click to bring in animation*

2. The referring party also creates a Referral Activity in Genesis.

Do: *Click to bring in animation*

3. The Referral request is reviewed and the case notes are evaluated.

Do: *Click to bring in animation*

4. A referral status email is sent to the referring party.

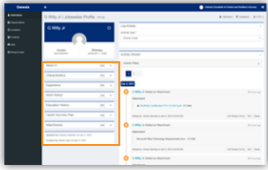**Do:** *Click to bring in animation*

The timeframe to complete this step of the process is **2 business days**.

Let's review Step 2: Genesis Review next.

Program Overview

Step 2 – Genesis Review

Look for and review:
- Required enrollment documents
- Resume
- Signed Digital Literacy (Northstar) Certificate
- Microsoft Office Technology Requirements Form (if relevant)

The timeframe to complete this process is 2 business days.

Check the Knowledge Base within the GCNA Library for the most current updates.

Slide 5: Step 2 – Genesis Review

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The second step of the process is where you open Genesis and review the Learner's profile. This includes reviewing the following sections: About (Learner name), Characteristics, Experience, Work History, Education, and Career Success Plan.

Do: *Click to bring in animation*

Once you review those sections, the attachments to look for and review include required enrollment documents, resume, **Signed** Digital Literacy (Northstar) Certificate, and Microsoft Office Technology Requirements Form, if relevant to the selected program.

Do: *Click to bring in animation*

The timeframe to complete this process is **2 business days**.

Do: *Click to bring in animation*

The required forms are subject to change. Remember to check the Knowledge Base (aka, the GCNA Library on the Goodwill Gazette).

Let's move forward with Step 3: Evaluator Interview next.

Step 3 – Evaluator Interview

Scheduling, preparing, and completing Evaluator Interview.

Discussing program details and explaining completion extension, if relevant

Strategizing employment goals

Ensuring all Genesis documentation is updated

Acknowledging you will support Learner throughout program

Usually completed within 2 to 3 business days; deadline is two weeks from Genesis Review completion

Slide 6: Step 3 – Evaluator Interview

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The Evaluator Interview process consists of:

Do: *Click to bring in animation*

Scheduling, preparing, and completing the Evaluator Interview. This is the first step in setting up the foundation for a positive working relationship with the Learner. The recommended method for an Evaluator Interview is a phone conversation or virtual call using Zoom or other video application approved by Goodwill.

Do: *Click to bring in animation*

Discussing program details and explaining completion extension process, if relevant.

Do: *Click to bring in animation*

Strategizing employment goals.

Do: *Click to bring in animation*

Ensuring all Genesis documentation is updated.

- Genesis Intake Activity Note with details of the interview
- Monthly follow up details

Do: *Click to bring in animation*

Acknowledging that you will support the Learner throughout the program.

Do: *Click to bring in animation*

Currently this is usually completed within 2-3 business days, however, you have up to two weeks. Keep in mind, we are working around the Learner's schedule so the recommended timeframe to complete this step of the process is two weeks from the Genesis Review completion.

Next, we let's move on to Step 4: Program Enrollment.

Step 4 – Program Enrollment

Enrolling Learner in **Advanced Learning Program** of their **choice**

Adding documentation to Learner's Genesis profile.

Sending email to Learner with enrollment details

Sending email confirmation to referring party

Recommended timeframe to complete this process is **2 business days**.

9

Slide 7: Step 4 – Program Enrollment

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: The Program Enrollment Process includes:

1. Enrolling the Learner in the A**dvanced Learning Program** of their **choice**.
2. Adding documentation to the Learner's Genesis profile.
3. Sending an email to the Learner with enrollment details specific to their Advanced Training Program.
4. Sending an email confirmation to the referring party once Program Enrollment has been completed and Genesis has been updated.

Do: *Click to bring in animation*

The **recommended** timeframe to complete this process is 2 business days.

Step 5 – Follow Up Services

Follow Up Services include:
• Sending monthly email to Learner
  • CC referring party
• Documenting all emails in Genesis under a Follow Up Activity note
  • Include timestamp and conversation details

The recommended timeframe to complete this step is every 30 days.

Slide 8: Step 5 – Follow Up Services

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

Say: Once the Learner is enrolled in the Advanced Learning Program they will move to the last step in this process, Follow Up Services.

Follow Up Services include:

Do: *Click to bring in animation*

• Sending a monthly email to the Learner encouraging them on the progress made in the Advanced Learning Program; CC the referring party on this email.

Do: *Click to bring in animation*

• Documenting all emails with a timestamp and including conversations details in Genesis under a Follow Up Activity note. This keeps everyone working with the Learner updated.

Do: *Click to bring in animation*

The recommended timeframe to complete this step is every 30 days.

Program Overview

Training Review

Today we covered:

Here is the process at a glance.

1. Referral requests are completed and sent by the referring party.
2. The Learner's Genesis Profile is reviewed ensuring all required documentation has been uploaded and is completed.
3. An Evaluator Interview will be completed to discuss program specifics.
4. Learner is enrolled and an email is sent with enrollment details specific to the Advanced Learning Program.
5. Learner is moved into Follow Up Services.

Slide 9: Training Review

Estimated duration: 1 to 2 minutes

Participant Guide Page: N/A

Notes:

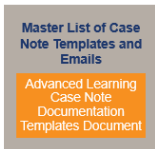**Say:** Let's take a moment to quickly review the overall process.

1.   Referral requests are completed and sent by the referring party (i.e., Career Navigator)
2.   The Learner's Genesis Profile is reviewed ensuring all required documentation has been uploaded and is completed
3.   An Evaluator Interview will be completed to discuss program specifics
4.   The Learner is enrolled and an email is sent with enrollment details specific to the Advanced Learning Program
5.   Learner is moved into Follow Up Services

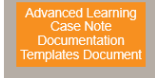Let's discuss additional resources next.

Program Overview

Additional Resources

Master List of Case Note Templates and Emails

Advanced Learning Case Note Documentation Templates Document

Always review the Knowledge Base within the GCNA Library for the most current updates.

If you need assistance, contact your manager or the Training Solutions Team at TrainingSolutions@goodwillaz.org.

Slide 10: Additional Resources

Estimated duration: 2 minutes

Participant Guide Page: N/A

Notes:

Say: Over 30 templates have been created to assist with all areas of the Advanced Learning Program process.

For a master list of case note templates and emails for the Advanced Learning Program, review the **Advanced Learning Case Note Documentation Templates Document**. There are also guides specific to each step of this process.

If you need assistance, please contact your Manager or the Training Solutions Team at TrainingSolutions@goodwillaz.org.
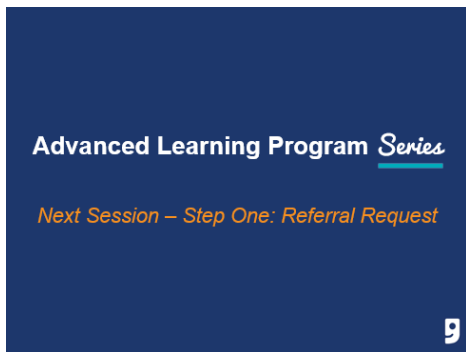
Do: *Click to bring in animation*

Remember to always review the Knowledge Base within the GCNA Library for the most current updates.

Let's take a look at what is next in the Advanced Learning Program series.

Program Overview

Advanced Learning Program *Series*

Next Session – Step One: Referral Request

g

Slide 11: Conclusion

Estimated duration: 1 minute

Participant Guide Page: N/A

Notes:

Say: Now that you have completed this Overview training, the next step in the Advanced Learning Program Series is **Step One: Referral Request**.