

# Welcome

## Inland Adult Education Consortium

Intro to Career & Educational Planning – Customer Service  
National Certification

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Inland Career Education Center



**Inland Career  
Education Center**  
San Bernardino City Unified School District

# The Concept



In anticipation of changes coming our way from CDE, WIOA, WIB, AEBG, and other agencies, it is wise to be ahead of the game when developing new programs for Career Pathways and Integrated Instruction. It is also recommended that *all* students be given the opportunity to receive some kind of industry recognized certification upon completion of these new courses.

# Anticipated Challenge

Being aware that the majority of our adult students could greatly benefit from an ***Individualized Learning Plan*** to assist in moving them forward on their career and educational pathways, we sought a program that could become the core of ILPs for every student. Believing that by earning an industry certification, students confidence and persistence to go even further would be boosted.

# The Solution

With these two objectives in mind, we set out to create a pilot program focused on customer service skills, (because as we all know, these specific skills are beneficial in all realms of our daily lives, be it employment, education, and even social settings), while at the same time, providing the necessary ILP information in the form of various workshops that we offer at Inland Career Education Center.

# Introduction to Education & Career Planning

What is the “Educational” or academic relevance of this course for *all* students?

- Initiates an “Individual Learning Plan” ILP  
(not IEP “Individual Education Plan”)
- According to the US Department of Labor, ILPs are **appropriate** for  
ALL students

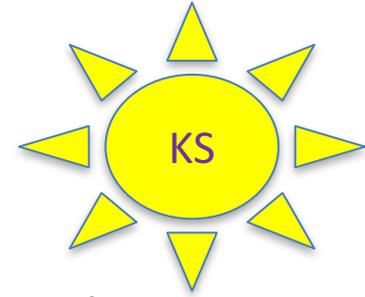
<https://www.dol.gov/odep/ilp/kickstart.htm>

# What exactly is an ILP?

## **So...What exactly is an ILP?**

- An ILP is a set of activities that helps you take charge of your future. It does this by connecting what you do in high school with your college, job and career goals. This way, you graduate with the PRACTICAL knowledge and skills you need to build the future you want!

## ILPs help students:



- Figure out what their skills and interests are
- Match these skills and interests with college majors, jobs and careers
- Set specific college, job and career goals
- Choose classes and activities that will help them reach their goals

*U.S. Dept. of Labor\**

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<https://www.dol.gov/odep/ilp/kickstart.htm>

# NRF – National Retail Federation

## **Met the criteria we were looking for**

- Delivered short term – our course is 7 weeks
- Cost effective – classroom set of 15 books plus instructors manual - \$1,152.94 (Tax & shipping inc.)
- Access to online website for support information and details regarding testing procedures
- Become a test facility \$250, including the training of up to 3 proctors



## Our 7 Week Pilot Draft Calendar

<b>PILOT - DRAFT Introduction to Education &amp; Career Planning Trimester 1: M-W-F 10:20 am - 12:20 am (7 weeks, 42 hours)</b>			
<b>Week 1 - Monday 9-12-16</b>	<b>Week 1 - Wednesday 9-14-16</b>	<b>Week 1 - Friday 9-16-16</b>	<b>NOTES:</b>
<u>Introduction/Overview</u>	<u>"Strategies"</u>	<u>"My Next Move"/Career Planning 101</u>	<i>Teacher expected Outcome</i>
<b>Week 2 - Monday 9-19-16</b>	<b>Week 2 - Wednesday 9-21-16</b>	<b>Week 2 - Friday 9-23-16</b>	<b>NOTES:</b>
<u>Resume Preparation - 101</u>	<u>Workshop RECAP Day</u>	<u>Customer Service - Computer Skills</u>	<i>Teacher expected Outcome</i>
<b>Week 3 - Monday 9-26-16</b>	<b>Week 3 - Wednesday 9-28-16</b>	<b>Week 3 - Friday 9-30-16</b>	<b>NOTES:</b>
<u>Customer Service - Computer Skills</u>	<u>Interview Preparation</u>	<u>"Transition to Success"/Customer Service</u>	<i>Teacher expected Outcome</i> "Transition to Success"
<b>Week 4 - Monday – 10-3-16</b>	<b>Week 4 - Wednesday - 10-5-16</b>	<b>Week 4 - Friday - 10-7-16</b>	<b>NOTES:</b>
<u>Career Pathways</u>	<u>INTERVIEWS</u>	<u>Customer Service - Computer Skills</u>	<i>Teacher expected Outcome</i>
<b>Week 5 - Monday - 10-10-16</b>	<b>Week 5 - Wednesday – 10-12-16</b>	<b>Week 5 - Friday - 10-14-16</b>	<b>NOTES:</b>
<u>NO Students</u>	<u>"Balanced Life"</u>	<u>Customer Service/Computer Skills</u>	<i>Teacher expected Outcome</i>
<b>Week 6 - Monday – 10-17-16</b>	<b>Week 6 - Wednesday – 10-19-16</b>	<b>Week 6 - Friday - 10-21-16</b>	<b>NOTES:</b>
<u>Customer Service -Computer Skills</u>	<u>Customer Service *</u>	<u>Customer Service /Computer Skills</u>	<i>Teacher expected Outcome</i>
<b>Week 7 - Monday - 10-24-16</b>	<b>Week 7 - Wednesday – 10-26-16</b>	<b>Week 7 - Friday - 10-28-16</b>	<b>NOTES:</b>
<u>Customer Service -Text</u>	<u>Customer Service -Text</u>	<u>Customer Service - Text</u>	<i>Teacher expected Outcome</i>

# Workshops

Summary of the workshops that are part of our Introduction to Education & Career Planning Course

1. ***“Strategies”*** – Monica Avila
2. ***“My Next Move”*** & ***“Career Planning-101”*** – Elisa Cruz
3. ***“Generational Learning Styles”*** & ***“Digital Immigrants vs Digital Natives”*** – Elisa Cruz
4. ***“Resume Prep-101”*** – Elisa Cruz (Transition Center Staff)
5. ***“Interview Prep”***-Elisa Cruz, Effie Jordan, and ICEC Staff  
***“Mock Interviews”***

# Workshops con't.

6. ***“Higher Ed-101”***-Elisa Cruz
  7. ***“College Prep”***-Rose Leon Blanco
  8. ***“Career Pathways”***-Elisa Cruz & Letty Felix
  9. ***“Balanced-Life”***-Effie Jordan
  10. ***“Financial Literacy”*** -Christine Maynus
  11. ***“Counseling”***-Raul Pedraza
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# Proficient Computer Skills

- Computer awareness
  - Creating and maintain email accounts
  - Effective use of free, available applications such as Google Docs, [MyNextMove.org](http://MyNextMove.org) and [DocHub.com](http://DocHub.com)
  - Efficient use of MS WORD for basic formatting skills as well as written assignments
  - Use of available templates in MS WORD (resume, cover letter, written report)



# Customer Service Skills

- Chapter 1 – Define “Retail”
- Chapter 2.– Identify and Provide Quality “Customer Service Skills”
- Chapter 5 – Getting the Job
- Work- Based Learning – Student Final Project “Informational Interviews”

<http://www.wblcalifornia.org>

Link for “Educating for Careers” Conference PP

[WBL as an instructional strategy](#)



## *Students on the Fast Trac...?*

- Using ONLY Chapters 1 & 2, the **core program** of Customer Service with the **National Retail Federation** certification can be completed in as little as 16\* hours!
- Allowing for 12 hours of in class instruction
- 2 Hours of pretest assessment
- 2 hours for the official exam
- \* Student out of class reading required



# Dual Purpose – Dual Delivery

## Customer Service for Individual Information available online

- NRF  
<https://nrf.com/career-center>
- SoftSkills - *training and certification for business*  
<http://www.interactivevt.net/see-it-in-action/>



## Launching a Pilot Course for Students

- Contact NRF for support
- Develop an outline of expected outcomes
- Develop a reasonable timeline
- Draft as many support persons as you can
  - Student Transition Specialist
  - Career Pathways/Placement Specialist
  - Student/Voc. Counselor
  - Representatives from your featured programs
- Set student requirements

# WHO SHOULD BECOME CERTIFIED?

“Over 110,000 students across the United States (including Puerto Rico) are benefiting from the knowledge and skills they’ve gained using our Customer Service and Sales credentials.

Many of the participants are students, job seekers or current retail employees looking to take the next step in their career. If you are interested in obtaining or pursuing a career in retail that values customer service, look no further.”

**-National Retail Federation**

# Teacher Resources

To integrate career awareness into your curriculum, we suggest using the following guide to help you prepare:

*The Curriculum Guide: Integrating Career Awareness into the*

*ABE & ESOL Classroom* <https://goo.gl/3Y1Eu6> which is available to you in digital format and provides a variety of lesson plans and handouts for your convenience.



# QUESTIONS?

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- [Leticia.Felix@sbcusd.k12.ca.us](mailto:Leticia.Felix@sbcusd.k12.ca.us)



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