**Workforce Solutions Staff Training Plan: *Financial Aid Customer Care Specialist***

Name: \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| Course | Date Scheduled | Date Completed |
| *Trainings Completed by Contractor* |
| Organization’s New Employee Orientation *(if offered)* |  |  |
| TWC IT Security – TWC online |  |  |
| TWC Fraud Awareness – TWC online |  |  |
| *NWI Prerequisite Trainings Completed for WS Professional Academy* |
| Gulf Coast Workforce Solutions NEO – NWI online |  |  |
| WIT Basics – NWI online  |  |  |
| TWIST Basics – NWI online |  |  |
| Labor Market Intelligence eLearning\* |  |  |
| Conducting Customer Interviews eLearning\* |  |  |
| *Workforce Solutions Professional Academy* |
| * I AM Workforce Solutions
 |  |  |
| * Working with Diversity
 |  |  |
| * Excellence in Customer Service
 |  |  |
| * Greeting and Directing Customers
 |  |  |
| * Labor Market Intelligence\*
 |  |  |
| * WS Services and Resources
 |  |  |
| * WS Job Search Seminar
 |  |  |
| * Conducting Customer Interviews\*
 |  |  |
| *NWI Training Plan* |
| Understanding Family/Domestic Violence – NWI online |  |  |
| Sexual Harassment – NWI online |  |  |
| TWIST Expanded – NWI online |  |  |
| Determining Eligibility for WS Financial Aid |  |  |
| Counselor Notes practicum |  |  |
| Basics of Business Writing classroom |  |  |
| Interpersonal Communication Skills classroom |  |  |
| Working as a Team classroom |  |  |
| Rational Decision Making classroom |  |  |
| Effective Problem Solving classroom |  |  |
| Personal Accountability classroom |  |  |
| Time & Stress Management classroom |  |  |

 (*Continued on next page*)

\*Denotes blended courses

Check the training calendar on the [NWI LMS](https://lms.latitudelearning.com/home/asp_main.aspx?sCode=NWILMS) or at <http://www.wrksolutions.com/staff-resources/performance-improvement> for upcoming offerings, dates, and locations of instructor-led courses.

Schedule your staff for courses on their training plan as soon as possible after they complete the Academy. Complete the “Date Scheduled” and “Date Completed” fields as appropriate.

