



Work-Based Learning (WBL): Ideas and Opportunities

Career Credit Leadership Institute (CCLI)

Presented via Webinar

March 25, 2020

Presenters:

Tracy McPherson, System Office, Facilitator

Craig Lamb, Rowan-Cabarrus Community College

Bruce Mack, Cleveland Community College

Crystal Glenn, Catawba Valley Community College



What: Work-Based Learning Defined

State Board of Community Colleges Code (SBCCC)

Combined Course Library (CCL)

How: Ideas and Opportunities

Craig Lamb, Rowan-Cabarrus Community College

Bruce Mack, Cleveland Community College

Crystal Glenn, Catawba Valley Community College

State Board of Community Colleges Code

State Board of Community Colleges Code

▼ SUBCHAPTER 300. CONTINUING EDUCATION

- 1D SBCCC 300.1 Definitions
- 1D SBCCC 300.2 Registration
- 1D SBCCC 300.3 Program Description
- 1D SBCCC 300.4 Program Management
- 1D SBCCC 300.5 Course Standards
- 1D SBCCC 300.6 Instructional Service Agreements
- 1D SBCCC 300.9 Clinical Practice
- **1D SBCCC 300.10 Work-Based Learning**
- 1D SBCCC 300.94 Faculty (Repealed Eff. 1 June 2016)
- 1D SBCCC 300.95 Human Resources Development Program Continuation (Repealed Eff. 1 June 2016)
- 1D SBCCC 300.96 Continuing Education Program Management (Repealed Eff. 1 June 2016)
- 1D SBCCC 300.97 Instructional Service Agreements (Recodified at 1D SBCCC 300.6 Eff. 1 June 2016)
- 1D SBCCC 300.98 Courses and Standards (Repealed Eff. 1 June 2016)
- 1D SBCCC 300.99 Education Services for Minors (Repealed Eff. 1 June 2016)

**State Board Code
1D SBCCC 300.10**

<https://www.nccommunitycolleges.edu/sbcccode>



1D SBCCC 300.10

Work-Based Learning

Effective September 1, 2018

(a) Definition. Work-Based Learning involves the development of job skills and an opportunity for career exploration by providing the student with **work experience** that is coordinated with the educational program.

(b) Types of Work-Based Learning may include paid or unpaid internship, pre-apprenticeship, registered apprenticeship, and practicums required for a state-regulated or industry-recognized credential.

1D SBCCC 300.10

Work-Based Learning

(c) Work-Based Learning Course Section Criteria:

- (1) **Twenty (20) hours is the minimum instructional hours** for a Work-Based Learning course section.
- (2) Colleges must include a **student orientation** component not to exceed four instructional hours and a **post-training student and employer evaluation** component not to exceed two instructional hours.
- (3) Student membership hours may be reported for budget FTE as regularly scheduled or non-regularly scheduled as defined in 1G SBCCC 200.94(a)-(b).
- (4) Work-Based Learning course sections **must be linked to a Workforce Continuing Education course** that meets the following criteria:
 - (A) Is aligned with the skill development practiced in the work experience environment as identified in the Measurable Learning Outcomes (MLO) defined in 1D SBCCC 300.10(f)(6)(C);
 - (B) Scheduled for 96 instructional hours or more; and
 - (C) Leads to a state-regulated or industry-recognized credential.

1D SBCCC 300.10

Work-Based Learning

(d) Colleges must develop and implement local procedures to ensure compliance with the Work-Based Learning criteria.

(e) Student Eligibility Criteria:

- (1) Must meet then-current age and employment requirements referenced in G.S. 95-25.5.
- (2) Must be enrolled in a Workforce Continuing Education course meeting the criteria specified in 1D SBCCC 300.10(c)(4).
- (3) Must have completed at a minimum 48 instructional hours within the Workforce Continuing Education course prior to entering the Work-Based Learning experience.
- (4) Must submit an application for placement in a course section and meet course requirements.
- (5) Must meet all job-specific requirements of the employer.

1D SBCCC 300.10

Work-Based Learning

(f) Program Requirements.

- (1) College staff must plan and coordinate student activity in Work-Based Learning course sections.
- (2) College staff, who meet instructional qualifications and are paid with college funds, will supervise Work-Based Learning experiences.
- (3) The employer is responsible for the supervision of the student while the student is at the job site.
- (4) Students may work at multiple job sites and be supervised by multiple employers.
- (5) Students must receive at least one mandatory site visit with the coordinating college staff.

1D SBCCC 300.10

Work-Based Learning

(f) Program Requirements. *(continued)*

(6) Colleges must retain a **student file** that contains the following documents:

(A) **Current student transcript** to document the Work-Based Learning aligned courses;

(B) Completed **Work-Based Learning application**;

(C) **Measurable Learning Outcomes**. MLOs are agreed upon experiences that students will obtain while working. The job description must contain a list of general tasks, or functions, and responsibilities of a position;

I. The **student, college staff, and employer must develop** and agree to the MLOs identified.

II. There must be **a minimum of three MLOs for each Work-Based Learning experience**. A job description listing general tasks, functions, and responsibilities of the Work-Based Learning position may be used in lieu of MLOs.

III. The **student, college staff, and employer must sign** an agreement to the established MLO expectations prior to the beginning of the Work-Based Learning experience.

1D SBCCC 300.10

Work-Based Learning

(f) Program Requirements. *(continued)*

(6) Colleges must retain a **student file** that contains the following documents: *(continued)*

- (D) Documentation of an **employer consultation** between the college, employer and student;
- (E) Documentation of an **evaluation of the student by the employer**;
- (F) Documentation of **student hour tracking** through timesheets or other related reports; an
- (G) Colleges may substitute an **ApprenticeshipNC** Registered Apprenticeship or Pre-Apprenticeship **agreement** in lieu of requirements in 1D SBCCC 300.10(f)(6)(C) for students enrolled in a college Registered Apprenticeship or Pre-Apprenticeship program.



WBL-3100

Work-Based Learning

Combined Course Library

WBL-3100 Work-Based Learning

Eligible Tier: 3

Rec Hours: 160 Max Hours: 192

This course provides a work-based learning experience with a college-approved employer in an area related to the student's program of study. **Emphasis is placed on integrating classroom learning with related work experience.** Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies. Course must meet standards of 1D SBCCC 300.10



Catawba Valley Community College

*Crystal Glenn, Associate Dean
School of Workforce Development & The Arts*

March 25, 2020



Work-Based Learning

Summer Academies – High School Students



Background

NEED

- Talent Shortage (greying of workforce)
- Low unemployment rate (no underemployed, unemployed)
- Engaged group of Construction Companies at Catawba County Chamber

PLAN/DO

- Workforce CE Director (Keith Sipe)
- Construction Companies Partner Donations
- Construction Careers Academy – traditional adult learners program

CHECK/ACT

- Low enrollment
 - High School Students
- **State Board Code Changes – CCP & WBL (WBL-3100)**



Objective

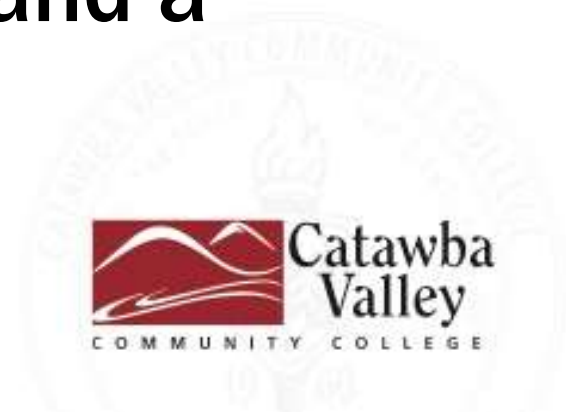
Provide high school students opportunity to explore careers in Construction through:

- a paid summer work opportunity**
- with high school credit**
- and college credit**

at no costs to the students or their parents.

HOW?

- **Set up summer classroom training as a CCP class (pathway)**
- **Set up work experience as WBL-3100 and a Pre-Apprenticeship**
- **Work with Construction companies to commit to paying students and a registered apprenticeship**



Process



Summer
Program – no
competition
to Curriculum
CCP

PLAN

- **NCCC System Office Guidance – Policy WCE-CCP and WBL-3100**
 - Margaret Roberton, Lisa Eades
- **College Guidance - Procedures WCE-CCP**
 - College CCP Liaison, Curriculum Deans, Curriculum Facilities Management
 - Workforce Continuing Education Pathway Application (Keith Sipe)
- **College Guidance – New Workforce CE Procedure for WBL-3100**
 - College WBL, Other College Workforce CE Senior Administrators (Lee Kiser)
 - (1D SBCCC 300.10); CVCC WBL Procedure (Crystal Glenn)
- **ApprenticeshipNC and College Apprenticeship Coordinator Guidance – Procedure**
 - Sherry Phelps (ApprenticeshipNC Consultant), Kimberly Propst (College Apprenticeship Coordinator)
 - Pre-Apprenticeship Agreement w/CVCC as sponsor (Keith Sipe, Sherry Phelps, Kimberly Propst)

Process

DO

- **Recruitment of Students**
 - Public School CTEs and K64 Career Coaches (Keith Sipe)
- **Fundamentals Classroom Training -**
 - Public School CTE teachers, Construction companies (Keith Sipe)
- **Pre-Apprenticeships**
 - Sherry Phelps, Kimberly Propst (Keith Sipe)
- **Full-Time Employment and/or Continue Pathway in Curriculum**
 - Construction companies, PT Instructors (Keith Sipe)

CHECK/ACT

- **Successful Program (27 graduates)**
 - Public School CTEs, Construction companies (Keith Sipe)
- **Replicate model-**
 - WPCC, SOFA (Lori Miller, Cindy Fulbright, Kimberly Propst, Sherry Phelps)



Students of Furniture Apprenticeship



EXPLORE A CAREER IN FURNITURE
 An 8 Week Program of Classroom Instruction & Summer Employment
 June 15-August 7, 2020



WORKFORCE DEVELOPMENT INNOVATION CENTER
 cvcc.edu/workforce_development



PROGRAM BENEFITS Explore a Career In Furniture | Earn College Credits from CVCC
 Earn High School Credit | Summer Employment

Champion Scholars Students of Furniture Apprenticeship

This program provides high school juniors, seniors and recent graduates with the knowledge and skills to develop an exciting new career in furniture. Our program not only introduces you to new career opportunities, but it provides a paid summer position as a pre-apprentice with a local company. The ultimate goal is for you to explore a career as a skilled craftsman (sewing technician, upholstery, cutting, pattern-making, and spring-up).

For More Information
 Call 828.448.6140 or visit wpsc.edu/furniture-academy for details.

- EARN**
- College Credit
 - High School Credit
 - Money from a Job

What You Will Study
 Safety • Lean Manufacturing
 Problem Solving • Employability Skills
 Furniture Occupations
 Hand Tools & Equipment

7 WEEKS - CLASSROOM INSTRUCTION & SUMMER EMPLOYMENT:

- Classroom:**
 Safety
 Lean
 Problem Solving
 Employability skills
 Introduction to Furniture Occupations
 Hand tools & Equipment

Summer Employment:
 Paid Pre-Apprentice Position with a Local Furniture Company, Earn \$10/Hour
 Summer 2020 | June 15 – August 7

CHAMPION SCHOLARS STUDENTS OF FURNITURE APPRENTICESHIP

This program provides high school Juniors, seniors and recent graduates with the knowledge and skills to develop an exciting new career in furniture.

Our program will not only introduce you to new career opportunities, but will provide a paid summer position as a pre-apprentice with a local furniture company.

Our ultimate goal is for you to explore a career as a skilled craftsman, sewing technician, upholstery, cutting, pattern-making, and spring-up.

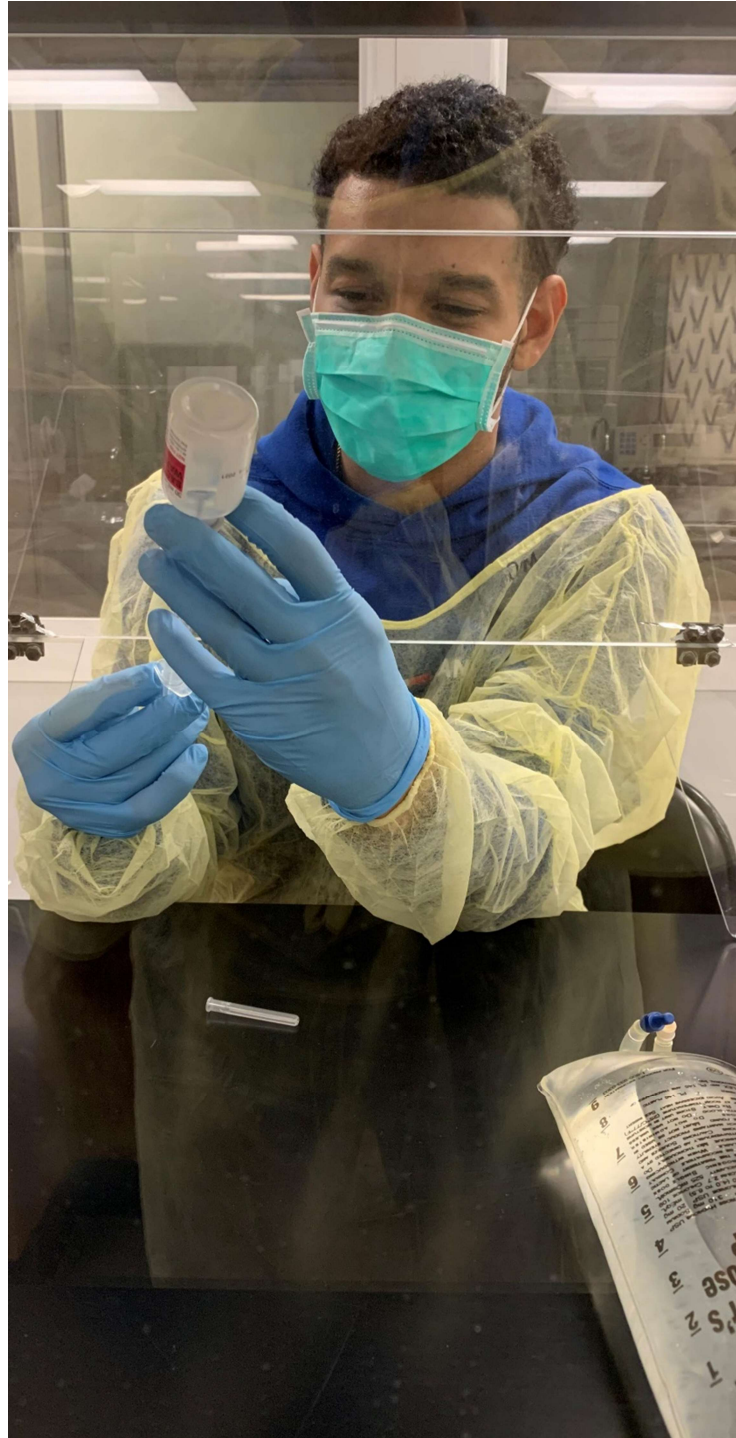


For more information or to register, please call us at
 828.327.7000 x4284 | lmiller774@cvcc.edu

Incorporating Work- Based Learning into Continuing Education (WBL 3100)



*Bruce Mack, VP of Economic and Workforce Development
Cleveland Community College*



Pharmacy Technician Academy

The Pharmacy Technician Academy will provide you with the knowledge and preparation to become a Certified Pharmacy Technician. The course will cover:

- State and Federal drug laws and regulations
- Pharmaceutical abbreviations
- Measurements and calculations
- Reading and interpreting prescriptions
- Drug classifications and commonly prescribed drugs
- Community and Hospital Pharmacy Practices
- Pharmaceutical compounding
- Medical safety and dispensing
- National Certificate exam preparation

This course meets the WBL requirements because it meets 96 hours or more and leads to an industry-recognized credential.

Getting Started with WBL 3100

- Started WBL for Pharmacy Tech in Summer 2019
- Seven local pharmacies agreed to participate in the WBL program
- WBL is optional for students, but strongly encouraged
 - Internship is unpaid
 - 20-24 WBL hours required
 - Minimum of 48 hours required in Pharm Tech course
- To date, 20 students have completed the WBL course
 - Summer 2019 – 5 students
 - Fall 2019 – 15 students
 - Spring 2020 – 19 students currently enrolled
- By the end of their WBL experience, 10 of the 20 students were employed by a participating pharmacy



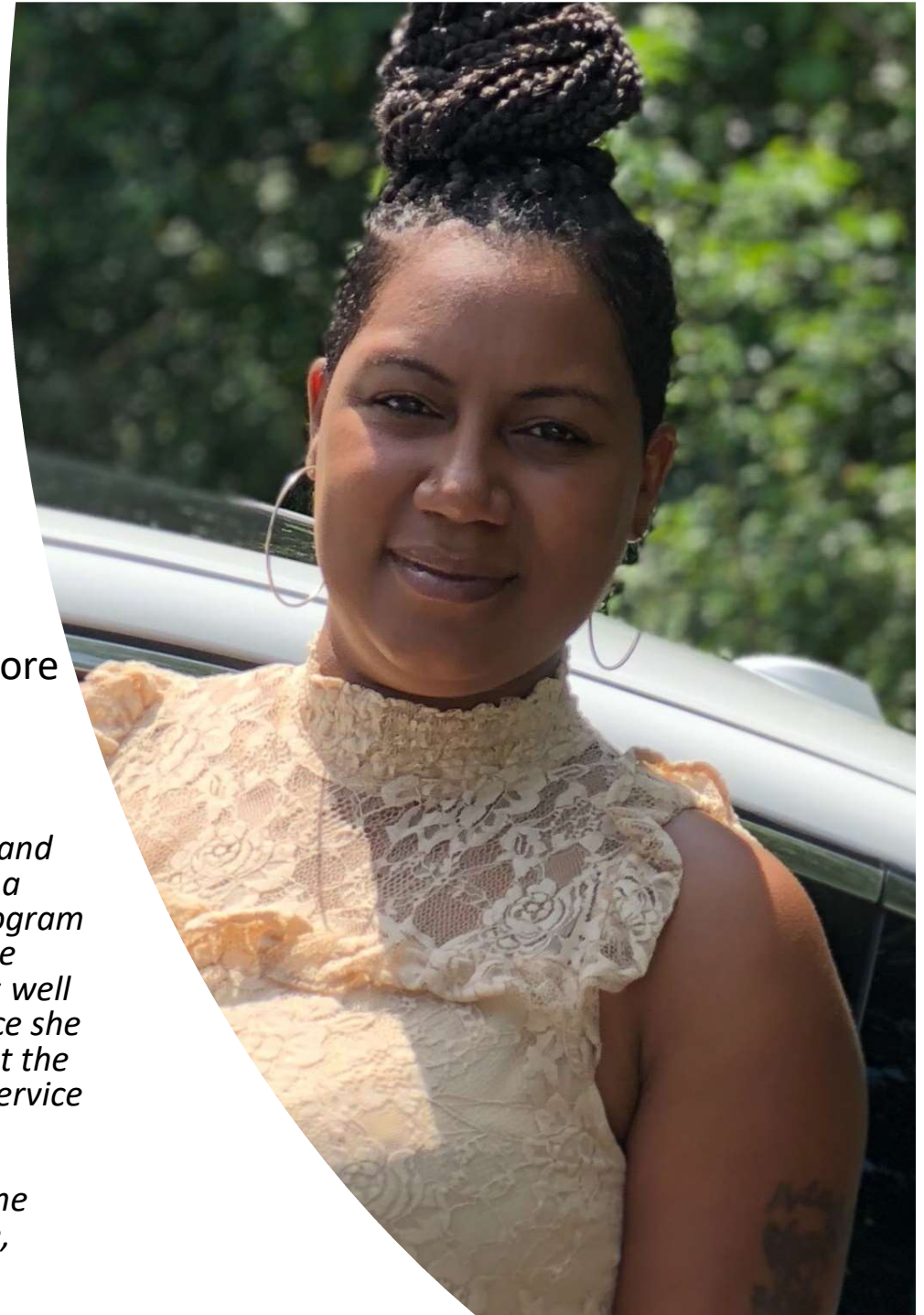
WBL 3100 Success Story

Charis Pryor

- WBL internship completed at Shelby Drugstore
- Currently employed by Shelby Drugstore

Comments from Pharmacy Tech Instructor:

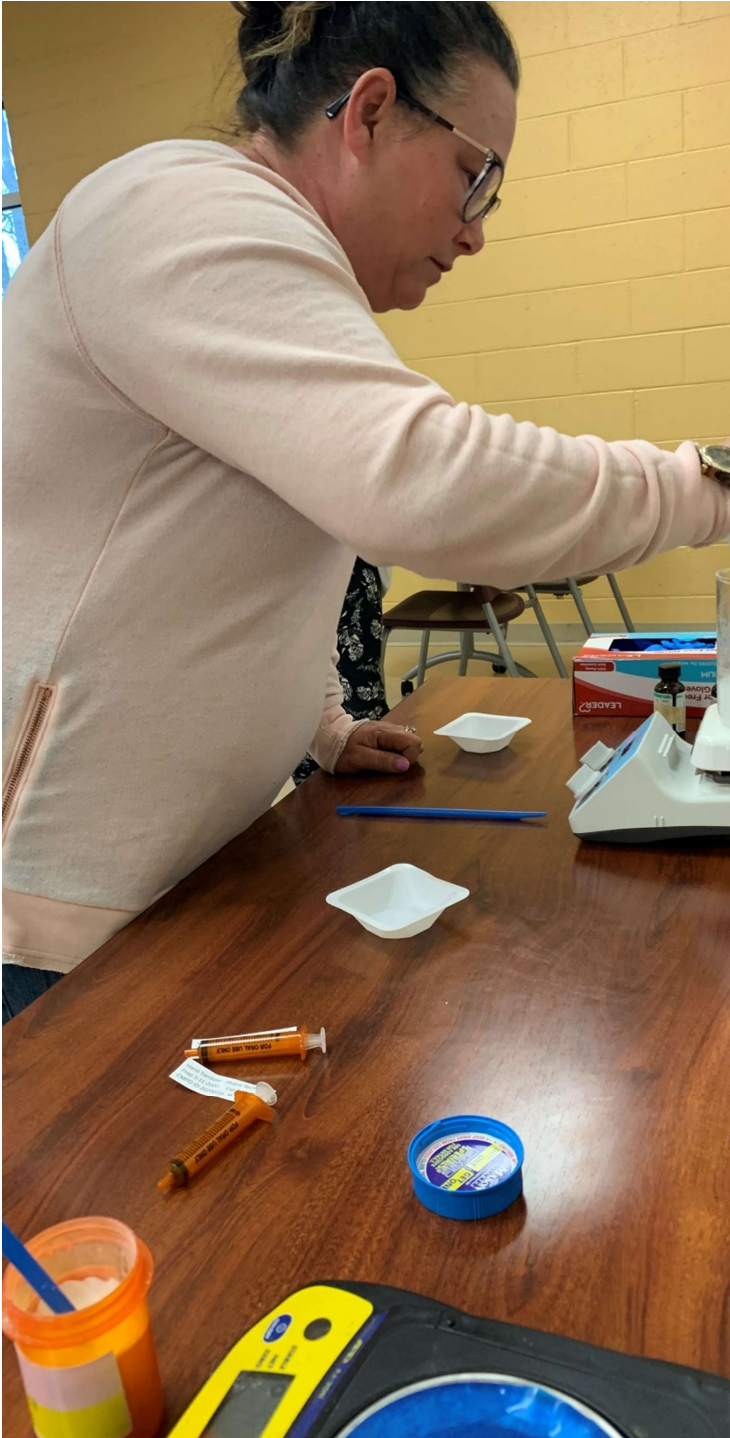
I met Charis at her part time job. She is a single mom and expressed that she wanted to better herself and build a better future. Charis saw the pharmacy technician program as a way to get into the health care setting. The course offers a flexible schedule where she could still work as well as continue her education in just about 3 months. Once she entered the internship portion, she excelled not only at the pharmacy skills, but more importantly the customer service aspect and personal service. Charis made such an impression that the pharmacy decided to make a temporary to potential full-time position. She is a prime example of what I tell each of my students on day one, "Find what makes you special!"



Documentation Collected for WBL 3100

Packets include:

- CE Registration Form
- WBL Application Form (includes Liability Release Agreement)
- WBL Agreement (outlines responsibilities of college, student, and employer)
- WBL Orientation Form (WBL Coordinator conducts a face-to-face orientation for which students count $\frac{1}{2}$ hour towards their 20-24 hour requirement)
- WBL Timesheet
- WBL Measurable Learning Objectives
- WBL Consultation/Site Visit
- WBL Evaluation



Challenges/Suggestions

- Scheduling site visits
- Matching students to the employer
- Finding CE courses applicable for WBL 3100
- Tier 3 funding in CE vs. Tier 2 funding in Curriculum





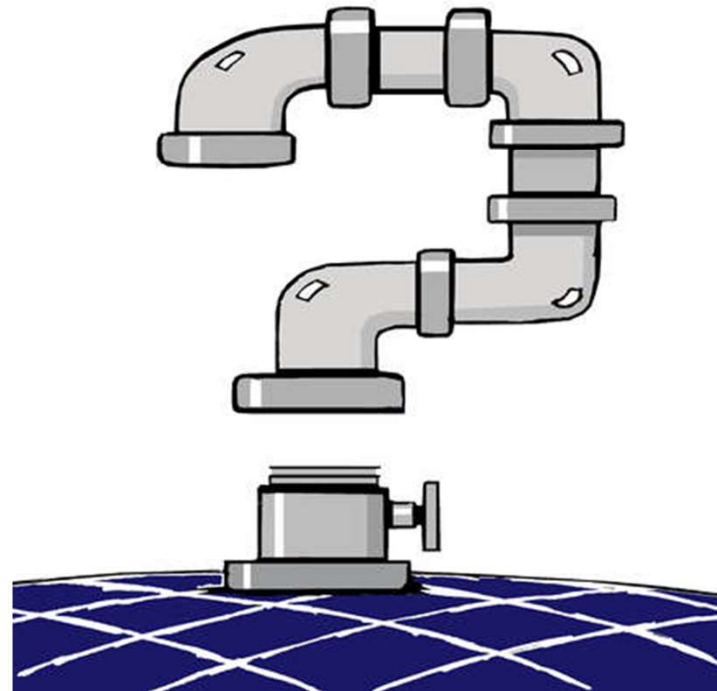
Why I Own an Apprenticeship

How to serve small and medium sized employers and stop running in circles

Craig Lamb, Vice President
Corporate and Continuing Education

Where's the Pipeline?

- Reactive—a transaction
 - Do you have graduates?
 - I need someone NOW
 - Poaching
- Proactive—a process and strategy
 - How will deal with inevitable turnover?
 - How will we manage growth?
 - Will retirements affect our knowledge?
 - How to implement new technology?
 - How can I preserve my firm's culture?



Why Our Customers Need Apprenticeships

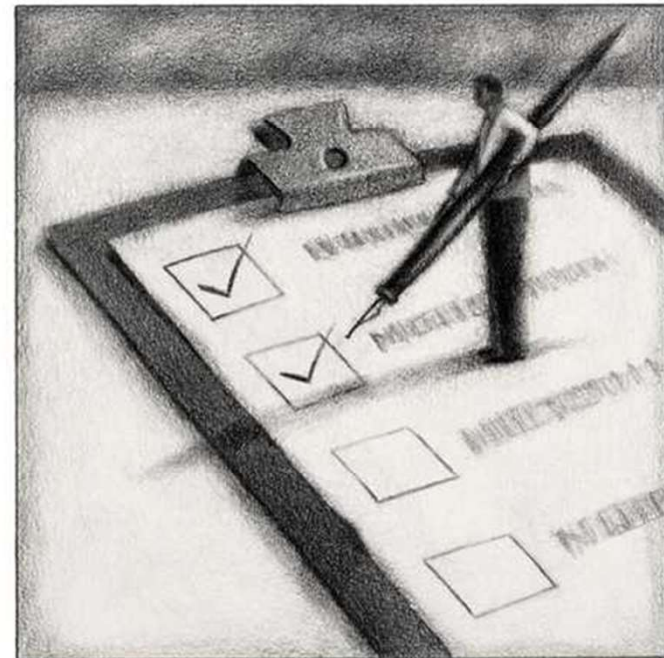
A STRATEGIC Decision to:

- Build Pipeline of Skilled Workers
- Reduce Risk
- Increase Quality
- Reduce Talent Acquisition Costs
- Preserve Company Culture



Apprenticeship's Key Elements

- Hire First Model
- Structured, Paid Training Program
 - Often 2-5 years
- Occupation Specific
- Registered and Regulated
- Supervised OJT Learning
- Classroom Instruction
- Progressive Wage Scale



How Does Traditional Apprenticeship Work?

- Company Registered
- Company Administered
- Risks:
 - Low Volume
 - Staff Turnover
 - Not Your Core Business
 - Inconsistent Oversight

	You	Us
Identify Occupations	X	
Design Skill Standards	X	
Plan Related Instruction		X
Develop Program Guidelines & Standards	X	
Develop Progressive Wage Scale	X	
Develop Entrance Qualifications	X	
Develop Apprentice Selection Process	X	
Assess & Award Advanced Standing	X	
Register Program	X	
Register Apprentices	X	
Train Mentors	X	
Monitor OJT Progress	X	
Schedule & Deliver Related Instruction		X
Monitor Apprentice Wage Progression	X	
File State & Federal Reports	X	
Maintain Apprenticeship Records	X	

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Buy or Lease?

- Are most of our customers able to build and administer?
- How will customers maintain continuity over time?
- What is the cost?
- What is the risk?
- Do I really HAVE to do all this?



How Does RCCC's Apprenticeship Work?

- College Registered
- College Administered
- Benefits
 - Higher Volume
 - Consistency
 - Our Core Business
 - Consistent Oversight
 - Lower Cost

	You	Us
Identify Occupations	X	
Design Skill Standards		X
Plan Related Instruction		X
Develop Program Guidelines & Standards		X
Develop Progressive Wage Scale		X
Develop Entrance Qualifications		X
Develop Apprentice Selection Process		X
Assess & Award Advanced Standing		X
Register Program		X
Register Apprentices		X
Train Mentors		X
Monitor OJT Progress		X
Schedule & Deliver Related Instruction		X
Monitor Apprentice Wage Progression		X
File State & Federal Reports		X
Maintain Apprenticeship Records		X

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The Package

- 4-Year Apprenticeship
- Progressive Wage Scale (>\$11.09)
- Competency-Based
- Related Instruction
- OJT Mentor Training
- OJT Skill Checkoff Monitoring
- Reporting and Registration
- Apprentice Selection Processes
- No Poaching



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A Word About Progressive Wage

- Common Wage? NO!
- Journeyworker Rate can be easily established
- Companies can pay different rates
- >50% to start
- >85% to end
- Document progression



Fee Structure and Services

- Annual Subscription Fee
 - \$3390 per Partner Firm
 - Unlimited Apprentices
 - Administrative Services
 - OJT Monitoring
 - Reporting
 - Mentor Training
 - Schedule/Run Related Training
- Per-Apprentice Fees
 - Annual Related Training Expenses
 - ~\$1800 per Enrolled Apprentice
 - Books/Tuition/Fees



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The Fine Print

- Agreement of Participation
- Progressive Wage Scale
- Competency-Based Design
 - Competency Checklists
 - Company Customizations
- Related Instruction
 - Course Sequence
 - Course Schedule
- Fee Budgeting



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Work-Based Learning

Questions/Discussion