NextGen Program

WORK EXPERIENCE PROGRAM (WEP)

WORKSITE SUPERVISOR HANDBOOK

Atlanta Regional

WORK SOURCE GEORGIA

NextGen Program

Connecting Talent with Opportunity

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Name of Worksite

Serving Cherokee, Clayton, Douglas, Fayette, Henry, Gwinnett, and Rockdale Counties
An Equal Employment Opportunity and Training Program

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Dear Worksite Supervisor:

Welcome to the Work Experience Program (WEP). WorkSource Atlanta Regional NextGen Program and _____, the NextGen Service Provider (NGSP), are excited to partner with you to provide a meaningful work experience for the trainee and adults who participate in the program.

As a supervisor, you are in an exceptional position to provide guidance and training for the trainee/adults in the community. Therefore, we hope this will be a meaningful experience for you as well. Your participation will enable the youth and young adults with an opportunity to develop positive work habits and attitudes towards work while developing and/or enhancing their job readiness skills.

This manual was prepared as a general guide to help you understand the working relationships among all parties involved (Worksite, Worksite Supervisor, Trainee and NGSP). It also provides general information regarding processes and forms used in the operation of the program. Also, enclosed you will find valuable information to answer many of your questions. You will also receive additional information from the NGSP staff, which will provide you with further information. NGSP staff will remain available throughout the WEP to address your concerns and answer any questions as they arise.

On behalf of the Work Experience Program (WEP) and the WorkSource Atlanta Regional NextGen Program, thank you for opening your company to provide youth and young adults in the community work experience opportunity and guidance.

We appreciate your cooperation!

Sincerely,

Work Experience Program (WEP)

INTRODUCTION

We are especially pleased to welcome back those of you who served as a Worksite Supervisor in previous years and to meet and greet those of you who are working with us for the first time. We appreciate your willingness to participate and give the youth and young adults an opportunity to gain valuable work experience.

The Work Experience Program (WEP) provides work-based training for youth and young adults sponsored by the WorkSource Atlanta Regional under the Workforce Innovation and Opportunity Act (WIOA). For the purposes of providing employment and training services to eligible youth and young adults, hereinafter a youth or young adult participating in the WEP will be referred to as the **"Trainee".** The goal of the WEP is to encourage Trainees to remain in school, develop career goals and secure employment. Through this activity, Trainees will have the opportunity to develop the skills necessary to meet their present and future employment needs.

This handbook addresses the WEP policies and procedures as well as what is expected of the Worksite Supervisor. It includes information on what the NGSP will do to assist you. Additionally, it contains some valuable tips on supervision.

PROGRAM CONTACTS

You will have a direct NGSP Work Experience Program representative who will be available to answer questions and provide assistance that you may need.

NGSP WEP Contact: _____

Phone: _____

Email: _____

Additional information can be obtained from the WorkSource Atlanta Regional Staff:

WorkSource Atlanta Regional
Atlanta Regional Workforce Development Board
229 Peachtree Street NE, Suite 100
Atlanta, GA 30303
www.atlantaregional.org

Marsharee O'Connor
NextGen Program Director
(470) 378-1620
Moconnor@atlantaregional.org

Candice Coppin
NextGen Quality Assurance & Compliance Officer
(470) 378-1612
Ccoppin@atlantaregional.org

SPECIAL NOTE:

Each Worksite is **required to have, on site, a copy of the official Worksite Agreement, as well as, some additional documentation which should be included in the Trainee's file for record keeping.** The NGSP WEP representative will discuss these items with you as well as provide the documents.

PROGRAM PURPOSE

ACRONYM AND DEFINITION

- ARC – Atlanta Regional Commission/WorkSource Atlanta Regional
- NextGen Program (NGP) – Youth program operated by WorkSource Atlanta Regional
- WEP – Work Experience Program
- WEx – Work Experience
- WIOA – Workforce Innovation and Opportunity Act
- NGSP – NextGen Service Provider

The NextGen Program operates the Work Experience Program (WEP) through funding from the Workforce Innovation and Opportunity Act (WIOA) to provide Classroom Training Programs or Paid/Unpaid Work Experience to Trainees.

WEP DESIGN

The WEP was designed to provide the Trainee with an opportunity to be exposed to the world of work, career exploration, improve future employability, emphasize the importance of education, life skills training and provide hands-on work experience. The WEP is a Year-Round Work Experience Program, which means that Trainees can be selected to participate in the program at any time during the year.

Type of Work Experience Activities:

- Job Shadowing
- Internship
- Summer or Year-round Employment
- Pre-apprenticeship
- On-the-job Training

The Trainee will benefit from the experience as he/she will:

1. Gain exposure to Paid and Unpaid work experience opportunities.
2. Gain meaningful work experience.
3. Learn and develop the skills, attitudes, and commitment necessary to succeed in the world of work.
4. Gain exposure to various career pathways.
5. Interact with working professionals in a positive work environment.

GOALS AND OBJECTIVES OF WORK EXPERIENCE (WEx)

1. The Worksite Supervisor will provide a suitable Worksite for the Trainee to gain valuable work readiness skills to improve their occupational potential.

    a. WEx is a structure and well supervised "work-based" training. Trainees gain employability skill, such as working and completing assignments as directed, showing up for work regularly, on time and with a positive attitude, working as a member of a team, demonstrating sound reasoning abilities and exercising independent judgment.

    b. WEx reinforces the direct connection between the skills acquired in the classroom and in the world of work. Thus, motivating the Trainee to stay in school and continue on to post-secondary education.

c. WEx encourages the Trainee to explore various occupations and to identify career pathways based on the individual's abilities, interests and aptitudes.

d. WEx enables the Trainee to develop and maintain good employee/Supervisor relationships.

e. WEx is not to be considered as regular employment by your company in the same way other employees are viewed. Rather, it is a chance for the Trainee to "experience" the world of work and gain useful insights into the requirements employers have for regular employees.

f. WEx should be a valuable learning tool for the Trainee.

2. The Worksite Supervisor is an integral link in helping the Trainee to establish solid work behavior skills as you will:

a. Become a mentor, career guidance counselor and role model to the Trainee.

b. Motivate the Trainee to pursue post-secondary education.

c. Provide direction for the Trainee to move closer to attain the skills he/she will need to become valuable and productive employee.

d. Emphasize to the Trainee the importance to set goals and execute them.

e. Provide guidance for the Trainee to learn to make the best use of the employer's resources, take responsibility for work performed, grow in their perceptions of the types of jobs they are suited for and the skills required to do that job satisfactorily.

WORKSITE APPROPRIATENESS FOR WEx

Before agreeing to take the responsibility as a Worksite for WEx, Worksite Supervisors should consider whether their organization offers what the Trainee really needs such as:

1. Experiences that enable the Trainee to achieve WEP's outcome and the Trainee's goals of gaining work experience.

2. Hold the Trainee to the same high standards that would be expected from other employees such as acceptable work behaviors.

3. Provide jobs that are tied to the types of occupational interests the Trainee possess.

4. Exposes the Trainee to materials, processes, tools, and technology that are congruent with those used by the Worksite and other agencies/industries/businesses.

5. Ensure that the Trainee is engaged in work experiences that enable the Trainee to attain useful skills and transferrable skills.

6. Provide the Trainee with the opportunity for permanent employment at the end of the work experience.

WORKSITE AGREEMENT

The Worksite Agreement is a contractual agreement between the NGSP and the Worksite. The NGSP must have an agreement with the Worksite prior to Trainee being placed at the Worksite. The agreement ensures compliance with WIOA, WEP, and all applicable guidelines and regulations for a safe, meaningful and adequately supervised work experience for the Trainee. Supervisors must be knowledgeable of the contents within the Worksite Agreement and must maintain a copy of the agreement at the Worksite.

The Worksite Agreement will also cover the following items:

1. Worksite Contact Information
2. Work Experience Period and Limitations
3. Time Attendance and Compensation
4. Assurances (Worksite and NextGen Service Provider)
5. Job Descriptions/Work Activities
6. Worksite Monitoring
7. Period of Agreement & Termination
8. Signature of Certification

EQUAL OPPORTUNITY & FEDERAL STATUTES

EQUAL OPPORTUNITY POLICY

The NextGen WEP adheres to the following United States law, "No individual shall be excluded from participation, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any such program because of race, color, religion, sex, national origin, age, disability, or political affiliation, belief or citizenship status as a lawfully admitted immigrant authorized to work in the United States." References include: The Workforce Innovation and Opportunity Act of 2014 P. L. 113-128 USDOL Regulations Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act of 2014; Final rule (29 CFR Part 37); USDOL, Employment and Training Division, Workforce Innovation and Opportunity Act; Final Rules (20CFR Part 603 et al.).

NEPOTISM

No Trainee may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual. To the extent that an applicable State of local legal requirement regarding nepotism is more restrictive that this provision, such State or local requirement must be followed.

UNIONIZATION

Trainee may not engage in, solicit or discourage activities related to unions.

SECTARIAN ACTIVITIES

WIOA Title 1 funds may not be spent on the employment or training of Trainee in sectarian activities. Trainee must not be employed under title I of WIOA to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship. However, WIOA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIOA Trainees [WIOA sec. 188 (a)(3).

MAINTENANCE OF EFFORT

The work site agrees not to terminate, lay-off or in any way reduce the working hours or infringe upon the promotions or advancement opportunities of any current employee through the utilization or in anticipation of utilization of any WEP Trainee at this work site.

HATCH ACT

Trainee may not engage in, solicit or discourage political activity while on duty at the WEP Worksite. No funds provided by the program may be used for any project involving political activity.

In addition to the above federal regulations and guidelines, WIOA regulations have restrictions on acceptable program activities and supervisory practice. Therefore, Illegal activities are prohibited or restricted. To ensure the integrity of WEP, the Worksite Supervisor may not solicit or accept kickbacks, favors or anything of monetary value from the Trainee or NGSP.

RESPONSIBILITIES OF WEP TEAM

It is the responsibilities of the following team to ensure a positive work experience for the Worksite and the Trainee.

NEXTGEN SERVICE PROVIDER (NGSP) STAFF RESPONSIBILITIES

1. To be the primary point of contact for the employer/Worksite Supervisor.

2. Provide orientation to the Worksite Supervisor and ensure that all required documents are completed and signed (original documents must be kept at the Worksite and copies kept at the NGSP location).

3. Provide orientation to the Trainee prior to placement at the Worksite. Each Trainee is required to complete a "Trainee Orientation" conducted by the NGSP prior to their first day at the Worksite. This orientation enables the Trainee to know and understand the purpose and expectation of WEP. The Trainee must be given a "Trainee Handbook" during the orientation, which outlines, in detail, the program guidelines.



4. Advocate for the Trainee with any issues and concerns that they are experiencing.

5. Provide support and guidance to the Worksite Supervisor with any issues and concerns that may arise or that they are experiencing.

6. Monitor the Worksite to ensure that the Trainee is receiving quality work experience that will transfer into marketable skills. Also, to ensure that the Worksite Supervisor is receiving adequate assistance and resources.

7. Review timesheets to ensure that it is completed to its entirety and all appropriate signatures are in place.

WORKSITE SUPERVISOR RESPONSIBILITIES

1. Provide orientation on the Worksite policies and procedures to the Trainee. This orientation enables the Trainee to know and understand his/her job and what is expected by the Worksite Supervisor.

   Also, the orientation should include:

   - Worksite rules and policies to include dress code.

   - Identification of the assigned Worksite Supervisor, alternate Supervisor(s), and

regular employees of the Worksite with whom the Trainee will be working with.

- Worksite starting and ending times, including times for breaks and lunch periods and designated places to take breaks and eat lunch.
- Designated place for the Trainee to park his/her vehicle, if applicable.
- A secure place at the Worksite where the Trainee can store his/her personal belongings.
- Telephone numbers to call when the Trainee will be late or absent from work.
- Procedures to follow if the Trainee experience a problem he/she cannot resolve with the Supervisor, and/or regular employees.
- Child labor laws, safety rules, and accident/emergency medical treatment procedures.
- Job assignments, responsibilities, and tasks to be performed as a function of the job.
- Work experience performance evaluation to be conducted by the Worksite Supervisor to ensure the Trainee exhibit proper work ethics.
- Activities and actions which are not allowed while on the job, including activities which are political and/or religious and the use of alcohol and drugs.

2. Ensure that the Trainee is receiving a positive meaningful work experience and is supervised at all times. Work Experience should be planned in such a way that the Trainee feels ownership in his/her training and is able to personally identify areas of personal growth.



3. Communicate all issues or concerns to the NGSP to ensure that the issues or concerns are addressed.
4. Ensure that the Trainee Timesheet & Performance Evaluation is completed, signed and dated by the Trainee, Worksite Supervisor and two NGSP staff.
5. Create an environment where the Trainee feels comfortable to ask questions about his/her job duties and responsibilities. Also, encourage questions that provide guidance to the Trainee on various career pathways.
6. Provide positive feedback when the Trainee demonstrates satisfactory performance and appropriate work ethics. Also, give constructive guidance when the Trainee demonstrates unsatisfactory performance and in appropriate work ethics.
7. Evaluate the Trainee on a regular basis to ensure he/she understands the job assignment and is performing it in a satisfactory manner.

PAYROLL PROCEDURES

WORK SCHEDULE

Worksite Supervisor should ensure that the Trainee is scheduled to work only the amount of time indicated in the Worksite Agreement. Worksite Supervisor is responsible for ensuring that the Trainee adheres to the work schedule. It is important that the Trainee sign in at the start of the shift and sign out at the end of the shift daily to indicate the actual hours worked. The Trainee must also sign in and out for lunch breaks. This is to ensure time record accountability for the Trainee and Worksite Supervisor. **Trainee will not be paid for overtime, holidays or lunch.** Therefore, it is vital that the Trainee and Worksite Supervisor adhere to the work schedule indicated in the Worksite Agreement.

TIMESHEET

Without Electronic System: The timesheet (WEP Trainee Timesheet & Progress Evaluation) must be available only at the beginning and the end of the workday and should be kept in a secure place. The Worksite Supervisor must initial next to the Trainee's sign-in and out entry, daily, to ensure accuracy of time worked. At the end each work period, the Worksite Supervisor must calculate total time worked and complete the comments/observations section on the timesheet. The Worksite Supervisor and the Trainee must sign and date the timesheet. The Worksite Supervisor must then forward the timesheet to the Work Experience (WEx) Coordinator for two NGSP staff signatures. The WEx Coordinator and a second staff person must sign and date the timesheet for final approval and send the timesheet back to the Worksite Supervisor for their records.

With Electronic System: Electronic timesheets may be used in addition to the WEP Trainee Timesheet & Progress Evaluation form attached. Though the electronic timesheet may include time in, time out, and lunch breaks, the WEP Timesheet must be filled out to include: "Hours Worked" each day, comments or observations, and the necessary signatures. The Worksite Supervisor will submit both the WEP Timesheet form (signed by Worksite Supervisor and Trainee) and electronic timesheet to the NGSP WEx Coordinator for two NGSP staff signatures.

Worksite and Worksite Supervisor are solely responsible for verifying time and attendance records and payment to the Trainee. Do not white-out on the timesheet. If there are any issues as to the time worked, be sure to report it to the WEx Coordinator immediately and make corrections prior to submitting final invoices to the NGSP.

WAGES AND BENEFITS

The NGSP will operate as the "Employer of Record" and pay wages to the Trainee. Paychecks will be distributed by the NGSP. The WEx Coordinator will explain the paycheck pick up or drop off procedures to the Trainee. NGSP must make sure Trainee signs for receipt of each paycheck. Authorization to release the Trainee's paycheck to another party, must be based on the NGSP's policy and procedures. **Trainee hourly pay will be documented on the Worksite Agreement.**

TRAINEE PERFORMANCE EVALUATION

The Work Experience Program (WEP) provides multiple opportunities for the Worksite Supervisor to evaluate the work performance of the Trainee. If the Worksite Supervisor would like to provide updates throughout the WEx, they may do so in the section labeled "Indicate any Comments/Observations" on the Trainee Timesheet & Progress Evaluation form provided in this handbook. If an electronic timesheet is used, the Trainee Timesheet & Progress Evaluation must still be filled and signed by the Trainee, Worksite Supervisor, and two NGSP staff members (see Payroll Procedures for more information)

The Worksite Supervisor must complete at least one (1) Trainee Final Work Evaluation and submit it to the NextGen Service Provider at the end of the work experience. This form will be used to determine the Trainee's overall performance in the WEx, indicated by the Successful or Unsuccessful checkmark.

The purpose of the performance evaluation is to:

- Help the Trainee build on his/her strengths and identify the areas that he/she need improvement, in order to be more efficient on the job.
- Enable the creation of reasonable performance standards, therefore, the Worksite Supervisor and Trainee are aware of what is considered acceptable performance.
- Provide an opportunity for open dialogue between the Worksite Supervisor and Trainee so they can mutually establish goals for development.

RECORD KEEPING

The Worksite must maintain accurate and organized records for the Trainee. The following are minimum required documentations which should be included in Trainee's files for record keeping. The Worksite 'monitoring visit' will include review of the Trainee's file to ensure that the following documents are included.



- Trainee Updated Resume
- Employment Certificate (Work Permit) – if applicable.
- Updated payroll records (Timesheet and Progress Evaluation signed by the Trainee, Worksite Supervisor and two NGSP staff, plus electronic timesheets).
- Medical/Emergency Information Form for the Trainee.
- Worksite Agreement (signed by Worksite, Worksite Supervisor and NGSP).
- Job Description (signed by the Trainee and Worksite Supervisor).
- Blank copies of Accident Report Forms or completed accident reports – if applicable.
- Copy of counseling sessions and disciplinary actions – if applicable.
- Copy of documentation of events leading up to, and including, termination – if applicable. Confirmation that all terminations have been reviewed with the NGSP.

WORKSITE & WEP MONITORING

Monitoring is conducted to ensure compliance with relevant regulations (i.e., prohibitions against use of sectarian Worksites, time sheet monitoring, etc.). These visits are also to ensure that Trainees are well-supervised, that the Worksite Supervisor is providing meaningful work activities, the site is safe, and the Trainee is participating in the work activities satisfactorily.

A written report will be prepared following each monitoring visit and a copy will be forwarded to NGSP staff who will, if applicable, discuss any identified deficiencies with the Worksite Supervisor. Any deficiencies found will be cited in the official monitoring reports and should be corrected immediately.

The Worksite may be monitored by the State (Technical College System of GA (TCSG)) and/or local representatives (NextGen Program (NGP)), as well as regular visitations by the NGP staff to check on the progress of the work experience participants.

GENERAL SAFETY RULES

The NGSP will operate as the "Employer of Record". Therefore, the Trainee shall be covered under the NGSP's Workers Compensation Policy. Any on-the-job injury must be reported immediately to the NGSP. To ensure compliance with the WEP, injury reports should be completed by the NGSP staff in conjunction with the Worksite Supervisor and the Trainee. Below are the rules which have been administered to the Trainee and are included in his/her handbook. We ask that you review and enforce these rules.

- Report any injury to the Worksite Supervisor and the NGSP immediately.
- Report all unsafe working conditions to the Worksite Supervisor and NGSP.
- Horseplay is prohibited always.
- Drinking alcoholic beverages is strictly prohibited during working hours. If discovered under the influence of alcohol or drugs, the Trainee will not be permitted to work.
- If the Trainee does not currently have First Aid training, do not move or treat an injured person unless there is immediate danger, such as profuse bleeding or stoppage of breathing.
- Appropriate clothing and footwear must be worn on the job at all times.
- An approved hard hat must be worn in areas where there is danger of falling objects.
- Trainee should not perform any task unless trained to do so and are aware of the hazards associated with that task. Trainee must not perform any task other than what he/she was hired to do.
- Trainee may be assigned certain personal protective safety equipment. This equipment should be available for use on the job, be maintained in good condition, and worn when required.
- Trainee must learn safe work practices. When in doubt about performing a task safely he/she must contact the Worksite Supervisor for instruction or training.
- Trainee should not use any equipment for purposes other than its intended use.
- Never remove or bypass safety equipment.
- Trainee should not approach operating or safety equipment from the blind side.
- Trainee must learn where fire extinguishers and first aid kits are located.
- Maintain a general condition of good housekeeping in all work areas at all times.
- Trainee should be alert to hazards that could affect the Worksite.
- Obey safety signs and tags.
- Trainee should always perform his/her assigned task in a safe and proper manner and do not take shortcuts (taking shortcuts and ignoring established safety rules is the leading cause of employee injury).

WORKSITE PROHIBITED ITEMS

- The Worksite should not allow the Trainee to be transported in a privately-owned vehicle during work hours.
- The Worksite should not allow the Trainee, regardless of age, to drive a motor vehicle during working hours.
- The Worksite should not leave the Trainee unattended at the Worksite – if the assigned Worksite Supervisor must leave the Worksite, a qualified alternate Supervisor must be placed in charge.
- The Worksite should not allow the Trainee to work for any casino or other gambling establishment, aquarium, zoo, golf course or swimming pool. Never allow the Trainee to go swimming anywhere during working hours (the Trainee could be placed with an organization such as a city park or a YMCA that happens to have a swimming pool or golf course, but his/her work experience should not involve pool or golf course related activities).
- The Worksite should not allow the Trainee to travel outside of the Worksite without prior approval from the NGSP and request must be in writing. The Worksite must assume full responsibility and liability for any travel occurring beyond the Trainee regular working hours.

DISCIPLINE PROBLEM ACTION PROCEDURES

The following are guidelines that the Worksite Supervisor must follow to address the discipline and/or performance problems that the Trainee is exhibiting.

1. The first step is to verbally warn the Trainee.
2. If the problem continues, the second step is to conduct a counseling session led by the Worksite Supervisor and NGSP. The counseling session should be documented and placed in the Trainee's file.
3. If an acceptable resolution for the problem is not reached and the problem continues, the third step is to terminate the Trainee from the Worksite.

Each disciplinary action must be documented, dated, and signed by the Worksite Supervisor, the Trainee and by the NGSP. A copy of the disciplinary action must be placed in the Trainee's file.

Note: The following steps depend on the severity of the problems undertaken by the Trainee. Therefore, the process may vary depending on the circumstances.

WORK EXPERIENCE TERMINATION POLICIES

Trainee should be treated like regular employees who are performing meaningful work while being well supervised. The Worksite Supervisor and NGSP should work with Trainee to make him/her a better employee. Trainee will be expected to conform to all personnel procedures of the Worksite.

It may become necessary to terminate a Trainee from the Worksite and/or WEP for the following reasons:

- Insubordination, including the use of foul or profane language and/or disrespect.
- Inefficiency and inability to perform duties/assignments (unwillingness to learn).
- Intoxication and/or possession of alcohol and/or drugs.

- Willful violation of any Worksite rules.
- Absence from work without notifying the Worksite Supervisor or NGSP (no call, no show).
- Excessive absenteeism or tardiness.

Before termination takes effect, the Worksite Supervisor must discuss it with the NGSP. Any charges made and any actions taken must be documented in the Trainee's file. In the event a Trainee has to be terminated, the Worksite Supervisor should adequately document the events leading up to and including the termination. This documentation should be reviewed with the NGSP immediately. The NGSP will then make the determination whether to terminate the Trainee from the overall WEP based on the severity of the charges.

EFFECTIVE SUPERVISING

As a Worksite Supervisor, you are essentially assisting the Trainee in meeting his/her professional goals by establishing a positive work environment indicative to learning. You are placed in the unique position of providing the Trainee with opportunities for continued growth and development through hands-on training that can lead to future success. The Trainee under your supervision will learn many valuable skills on how to become dependable and productive employees.

Here are a few steps to assist you as you take on the role of supervising a Trainee.

- Address the purposes and objectives of the business to the Trainee so he/she understand how their role play apart in the business overall success.
- Determine what needs to be done to achieve those purposes and objectives, therefore, provide the Trainee with a clear description of their job duties.
- Worksite Supervisor and company employees should consistently set a good example to the Trainee, remember, "Actions speak much louder than words".
- Explain goals, expectations, policies, procedures, norms, and preferences clearly and thoroughly.
- Always communicate effectively and positively when using verbal, non-verbal, and written communication. Keep communication line open.
- Provide a work environment that is safe (security, stability, order/structure, freedom, from fear, etc.
- Provide adequate resources needed for successful completion of the Trainee's job duties.
- Always provide opportunities for continued growth and development of the Trainee.
- Use the DEEP approach (**D**emonstrate, **E**xplain, **E**xperience, and **P**rocess) to get positive work performance from the Trainee.
- Always engage and motivate the Trainee.
- Provide continuous evaluation to reinforce positive work performance. Evaluation should be objective and on-going.
- Be open to suggestions from the Trainee as well.
- Lastly, supervise the Trainee effectively so that his/her experience at your Worksite will leave a lasting impression.

MAKING LEARNING RICH

Remember that the Trainee is a TRAINEE! Not an adult. This may be his/her first experience working for someone other than a parent, relative, neighbor, etc. The Trainee may not fully understand the extent of his/her obligations and responsibilities pertaining to a Worksite training situation.

You should take steps to ensure:



- Tasks to be performed by the Trainee are identified up front and enough time is allowed to ensure Trainees can complete the tasks during the program duration.
- Trainee's strengths are identified and exercised to the benefit of the Worksite Supervisor and the Trainee.
- Tasks are self-directed. Trainee and Worksite Supervisor agree on goals and plan a strategy to meet those goals. Worksite Supervisor coaches the Trainee through this process.
- Trainee is integrated into the organization, but is not constrained by allegiances, preconceptions, and commitments to the status quo. Trainee is allowed to share his/her perspective with regular employees and to be agents of change.
- There is a clear link between goals, competencies and work tasks. Trainee has multiple opportunities to practice and develop transferable skills.
- Trainee provides valuable products and services that would not otherwise be available.
- Trainee feels valued as part of the organization and takes pride in the work and what is being done.
- Encourage the Trainee to develop a portfolio by providing evidence of work skills. This often includes reference letters from their Worksite Supervisors, Resume and Cover Letter)

NEXTGEN SERVICE PROVIDER: _____

Work Experience Program (WEP)

GRIEVANCE/COMPLAINT FORM

**A copy of the latest Grievance Procedures is REQUIRED to be provided to the Worksite Supervisor and Trainee by the NextGen Service Provider and MUST be signed by the Trainee prior to the work experience begin date.

Person Making Complaint (Complainant)		
Full Name	Telephone Number	
Address		
City:	State	Zip Code
Email		

Person or Organization Against Whom the Complaint is Made		
Full Name	Telephone Number	
Address		
City	State	Zip Code
Email		

Clear, Brief Statement of the Facts Including the Date(s) and the Alleged Violation Occurred (write on back if necessary)

Relief Requested

Send To: Phyllis Jackson, WIOA Equal Opportunity Officer

Atlanta Regional Commission/Workforce Solutions
229 Peachtree St. NE, Atlanta, GA 30303
470-371-1118 | TDD/TTY: 1-800-255-0056 | voice: 1-800-255-0135
wioacomplaints@atlantaregional.org

_____ _____

Complainant's Signature **Date**

_____ _____

NGSP Staff Signature **Date**

NEXTGEN SERVICE PROVIDER: _____

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Work Experience Program (WEP)

TRAINEE TIMESHEET & PROGRESS EVALUATION

Trainee Name	Last Four SSN		
Worksite Address	City	State	Zipcode
Worksite Supervisor Name	Telephone		
Week Ending Date			

TIMESHEETS SUBMITTED WITH INVOICE FOR PROCESSING MUST HAVE ORIGINAL SIGNATURES FROM TRAINEE AND WORKSITE SUPERVISOR. FAILURE TO DO SO WILL RESULT IN DELAY OF REIMBURSEMENT.

DAY	DATE	TIME IN (Start)	LUNCH		TIME OUT (End)	HOURS WORKED	SUPERVISOR'S INITIALS
			OUT	IN			
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Saturday							
Sunday							

Indicate any Comments/Observations (strengths, weaknesses, improvements, etc.)

☐ Performance Qualities ☐ Interpersonal Skills ☐ Critical Thinking Skills ☐ Work Performance ☐ Work Behavior ☐ Attendance/Punctuality

_____ _____ _____ _____

Trainee Signature **Date** **Worksite Supervisor Signature** **Date**

_____ _____ _____ _____

NGSP Staff #1 Signature **Date** **NGSP Staff #2 Signature** **Date**

IT IS MANADATORY THAT <u>TWO</u> NEXTGEN STAFF MEMBERS REVIEW TIMESHEET FOR ACCURACY. ALL CHANGES/CORRECTIONS MUST BE INITIALED OR SIGNED.

NEXTGEN SERVICE PROVIDER: _____

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Work Experience Program (WEP)

FINAL WORK EVALUATION

BY WORKSITE SUPERVISOR

Trainee Name	Job Title
Worksite	

Please check if any of the following negative characteristics apply:

- ☐ Demonstrates inappropriate behavior for work environment.
- ☐ Displays disrespect for Worksite Supervisor, employee, or property.
- ☐ Requests excessive time off from work.

Directions: Grade the Trainee in each area and comment.
Review the Work Evaluation with the Trainee.
Submit the Work Evaluation to the NGSP.

The Trainee Work Evaluation must be signed and dated by the Worksite Supervisor and the Trainee.

Grade Scale:
(**E**) Exceeds Expectations (**S**) Satisfactory (**N**) Needs Improvement (**NA**) Not Applicable

	E	S	N	NA		E	S	N	NA
Demonstrates honesty and integrity					Maintains positive attitude				
Maintains interest and enthusiasm					On time for work				
Calls in if late or absent					Reports to work daily				
Completes assignments in a timely manner					Reports to work neat and clean				
Accepts responsibility for assigned duties					Dresses appropriately				
Uses good time management techniques					Accepts constructive criticism				
Cooperates with fellow employee					Follows Worksite rules				
Makes few mistakes					Leaves work when scheduled				
Keeps breaks/meals to allotted time									

Was the Work Experience successful or unsuccessful? ☐ Successful ☐ Unsuccessful

Indicate any Comments/Observations (strengths, weaknesses, improvements, etc.)

_____ _____
Trainee Signature **Date**

_____ _____
Worksite Supervisor Signature **Date**

_____ _____
NGSP Staff Signature **Date**

NEXTGEN SERVICE PROVIDER: _____

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INCIDENT REPORT

Use this form to report any workplace accident, injury, or incident. Return completed form to Management within 24 hours of the event.

DETAILS OF PERSON INJURED OR INVOLVED (to be filled in by person injured/involved if possible)			
Full Name			
Person Completing Report (if different)			Date
Contact Info	Phone(s)	Email	

DETAILS OF INCIDENT		
Date of Incident	Time	Police Notified ☐ Yes ☐ No
Location of Incident		
Description of Incident (Describe tasks being performed and sequence of events) Was incident/injury caused by an unsafe act (activity or movement) or an unsafe condition (machinery or weather)? Please explain : *If more space is required please use the back of this sheet		

****TO BE COMPLETED ONLY IF LOST TIME OR INJURY AND/OR FIRST AID WAS REQUIRED**
Type of injury sustained
Cause of lost time/injury or first aid
Was medical treatment necessary? ☐ Yes ☐ No
If yes, name of hospital or physician

_____ _____

Trainee Signature **Date**

_____ _____

Worksite Supervisor Signature **Date**

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WORKSITE SUPERVISOR

ORIENTATION FORM

Worksite Supervisor Name: _____

Worksite Supervisor, please initial next to the subjects that were reviewed during Worksite Supervisor orientation with the NextGen Service Provider.

	1.	Contact Information
	2.	Program Purpose
	3.	Worksite Appropriateness
	4.	Worksite Agreement
	5.	Equal Employment and Federal Statues
	6.	Responsibilities of WEP Team
	7.	Payroll Procedures (Timesheet & Trainee Progress Evaluation form)
	8.	Trainee Performance Evaluation (Final Work Evaluation by Worksite Supervisor form)
	9.	Record Keeping
	10.	Worksite & WEP Monitoring
	11.	General Safety Rules
	12.	Worksite Prohibited Items
	13.	Discipline Problem Action Procedure
	14.	Termination Policies
	15.	Effective Supervising & Making Learning Rich
	16.	Grievance Procedures (NGSP must provide latest Grievance Procedure)
	17.	Incident Report

_____ _____

Worksite Supervisor Signature **Date**

_____ _____

NGSP Staff Signature **Date**