

Northeastern NC Career Pathways

Local Business Support Services Career Pathway Implementation Certification

In November 2016 the Northeastern Regional Business Support Services Career Pathway was the second pathway officially certified by the NCWorks Commission for our region. This pathway meets the state's rigorous eight best practice criteria including collaboration among education, workforce development and industry partners; employer engagement at the highest levels, work-based learning opportunities for pathway enrollees; and comprehensive career awareness and development activities.

What happens next?

The Northeastern Career Pathway model is a two-level process. The first level of work addresses the pathway development criteria from a regional stakeholder perspective. Employer identified skills and competencies required for specific Business Support Services careers is the focus of this work. A strategic planning committee consisting of employers, educators, workforce development staff and other stakeholders develop the sequence of courses and learning experiences that span middle school through post-secondary education that lead to the acquisition of the identified skills and competencies needed for Business Support Services success. An advantage of this regional approach, especially for large rural areas like ours, is that it broadens the participation and input across all of the stakeholder groups, and raises the bar for creating and sustaining high quality, comprehensive pathways. The success of this effort by the Northeast is evidenced in meeting the standards of the NCWorks Certification process.

In the second level of the career pathway process, the focus moves from regional pathway development to **local pathway implementation**. This process is guided by the formation of **local teams** consisting of representatives from the local community college, workforce development board, K-12 education agencies (LEAs), NCWorks Centers and local Business Support Services employers working together to 1) modify the regional pathway to meet local needs, and 2) develop and execute an implementation plan that aligns with the regional strategies resulting in increasing the number of youth and adults who become Business Support Services pathway completers with the skills and competencies needed to enjoy successful careers and meet employer expectations.

The Northeastern Local Business Support Services Career Pathway Implementation Certification (LAMCPIC) is designed to recognize local partnerships that not only develop but also **implement** high quality Business Support Services pathways. Each entity of the local partnership (LEA/high school/community college/workforce development board) upon successfully meeting the criteria established by the Northeastern NC Career Pathways partnership will be awarded a framed dual certification in recognition for meeting both the criteria of the NCWorks Pathway

Certification Program and the Local Northeastern NC Career Pathways Implementation
Certification Program.

JRB & CH, BB

Draft Updated
12.13.2018

Northeastern NC Career Pathways

**Business Support Services Career Pathway Local Implementation Certification
Program**

Community College: _____ WDB: _____

(add lines for additional LEAs as needed)

LEA: _____ High Schools: _____,

_____ , _____ , _____

LEA: _____ High Schools: _____,

_____ , _____ , _____

NCWorks Career Center Manager(s) _____

NCWorks Career Center Champion(s) _____

Lead Contact: _____ Email _____

Position/Organization: _____ Phone: _____

This completed application plus attachments must be submitted to
brandi.bragg@ncommerce.com as a pdf.





*Northeastern NC Local
 Pathway Implementation
 Certification*

THE FOLLOWING SECTION IS FOR EVALUATOR USE ONLY

Criteria	K-12 (CTE) Met/Not Met (for evaluator use only)	Community College/ University Met/Not Met (for evaluator use only)	Workforce Development Board Met/Not Met (for evaluator use only)	NCWorks Career Centers (for evaluator use only)
1. Local Partnership Team Members				
2. Modified Local Pathways (Sequence of offerings)				
3. Collaboration				
4. Work-based Learning				
5. Career Awareness				
6. Adult Learner Focus				

7. Evaluation				
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Overall readiness
 Final Determination:
 Approved _____ Approved with revision _____ Not approved _____

Comments (for evaluator use only):

1. Local Partnership Team Members

K-12 _____
 CC/U _____

2. Modified Local Pathways (Sequence of Offerings)

K-12 _____
 CC/U _____
 WD _____
 NCW _____

3. Collaboration

K-12 _____
 CC/U _____
 WD _____
 NCW _____

4. Work-based learning

K-12 _____
 CC/U _____
 WD _____
 NCW _____

5. Career Awareness

K-12 _____
 CC/U _____
 WD _____
 NCW _____

6. Adult Learner Focus

CC/U _____
 WD _____
 NCW _____

7. Evaluation

K-12 _____
 CC/U _____
 WD _____
 NCW _____

Northeastern NC Career Pathways

**Business Support Services Pathway Implementation Certification
Criteria**

1. Local Partnership Team Members - List the team members that participated in the development of the Business Support Services pathway(s) implementation plan. Team members may be attached with representations clearly delineated. At a minimum, the team must consist of the following –

a. _____ at least two **community college representatives** who are stakeholders in the implementation of the Business Support Serviceser pathway(s)

Name and position at the college

1.

2.

List additional community college team members

b. _____ at least one **LEA representative** from each of the LEAs in the local partnership

Name, LEA and position

1.

2.

3.

4.

List additional LEA team members

c. _____ at least one representative from the local **workforce development board, NCWorks Career Center Manager and NCWorks Career Pathways Champion**

Name and position

- 1.
- 2.
- 3.

List additional WDB team members

d. _____ at least one **Business Support Services employer**
Name, Business Support Services provider, position

- 1.

List additional Business Support Services employer team members

e. _____ **Additional Team Members** (optional)

- 1.
- 2.

2. Modified Local Pathway(s) - Attach modified local pathway(s) that include at a minimum the following elements of the regional Business Support Services pathway(s). Elements must be specific and reflect the involvement of all entities.

_____ sequence of courses and learning experiences that begin in high school and continue through post-secondary that result in earned stackable certifications, diplomas and degrees.

_____ work-based learning experiences

_____ sequenced career counseling experiences

_____ Career and College Promise Courses

_____ stackable credentials

_____ graphic and/or narrative that explains pathway entry options for adult learners

3. Collaboration - Date(s) of meetings with all partnering entities present to gather input and develop/finalize local pathways, and implementation plans (minimum of one face-to-face meeting required). Documentation of collaboration, i.e. agenda(s), sign-in sheets is required.

Provide meeting documentation below (expand this section to include additional meetings).

Documentation may be attached. Team member representations must be clearly defined.

Meeting Date _____ Location _____

List Names of Team Members Present

Community College –

LEAs –

Workforce Development Bds –

Business Support Services Employers –

NCWorks Career Centers –

Others (list agency/position) --

4. Work-based Learning - On the regionally developed attached document “**Continuum of Key Work-Based Learning Components**” recruit and list local employers who will commit to one or more of the work-based experiences listed. **The minimum requirement for this criteria is at least five employers within the local partnership will commit to provide work-based learning opportunities in one or more of the components designated with an “*”.** Each LEA in the partnership will be responsible for recruiting at least one employer in meeting the required five employer minimum. You may use the attached continuum (or a chart created by the team) to list employer names, contact information, and approximate number of students affected by experience.

_____ self-check indicates minimum criteria has been met

5.1 Career Awareness – Using the regionally developed “**Comprehensive Career Guidance and Counseling Planning Tools (Grades 6 – Adult)**” updated November 2015 as a guide, and the career counseling planning forms attached, design a local implementation plan for a balanced comprehensive middle school through adult career guidance system. Please specify grade levels, classes, or other means of delivery to explain the comprehensiveness of the plan.

_____ self-check indicates minimum criteria has been met

5.2 Certified Pathway Career Awareness – Each of the local educational and training partners will document at least one Business Support Services career awareness activity that was implemented over the past twelve months.

_____ LEA and/or school, describe Business Support Services career awareness activity or activities –

_____ Community College, describe Business Support Services career awareness activity or activities –

_____ WDB, describe Business Support Services career activity or activities-

_____ NCWorks Career Pathways Manager/Champion, evidence promotion of pathway to center staff-

6. Adult Learner Focus – (a WDB led implementation initiative focused on unemployed, underemployed and incumbent workers)

check when each of the following indicators has been met

_____ all of the NCWorks Center counselors and advisors have been trained in the Northeast regional approach to career pathways (attach certification signed by Center Manager)

_____ targeted marketing materials that feature local Business Support Services careers and educational opportunities have been developed and are being used in the counseling/advising process (attach samples of the marketing materials)

_____ a pathway has been developed and published in collaboration with the community college partners specifically for adult learners that clearly lays out pathway entry options and directions for 1) enrolling in NCWorks Online, 2) how to contact the local NCWorks Center for additional services and 3) setting up a CFNC account.

7. Evaluation – The LEAs, Community College and Workforce Development Board agree to track and turn in the Business Support Services metrics data sets (first collected in 2013-14) as prescribed by the regional pathway partnership

Check indicates the agreement to provide the prescribed data

_____ LEAs

_____ Community College

_____ WDB

Northeast NC Career Pathways
Continuum of Key Work-Based Learning Components

X denotes the suggested specified grade level to begin the work-based experience

Grade Levels→	Middle School	9 th	10 th	11 th	12 th - Adult
Focus →	Explore	Expose	Enhance	Experience	Empower & Employ
Key Work-Based Learning Components					
Job Shadows	X				
Guest Speakers	X				
Co-Teaching	X				
Career Fairs/Expos	X				
Career Focused Field Trips		X			
Service Learning Projects		X			
Work-Based Learning Projects				X	
Career based graduation projects				X	
Capstone Class Projects				X	
<i>*Internships (unpaid and paid)</i>				X	
<i>*Clinicals</i>				X	
<i>*Work-Study</i>					X
<i>*Apprenticeships</i>					X

**Northeastern NC Works Pathways Comprehensive Career Guidance and Counseling
Local Implementation Planning Document Grades 6 – Adult**

	Self-Awareness	
Middle School		
High School		
Community College		
Workforce Dev. Board/NCWorks	Adults	Non-adults

Career Awareness, Exploration, and Goal Setting

Middle School	
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High School	
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Community College	
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Workforce Dev. Board/NCWorks	Adults	Non-adults
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High School Course Selection and Post-Secondary Planning

Middle School

High School

Community College

**Workforce Dev.
Board/NCWorks**

Adult

Non-adults

	Personal/Employability Skills Development	
Middle School		
High School		
Community College		
Workforce Dev. Board/NCWorks	Adult	Non-adult

Sample certification letter for NCWorks Career Centers

The staff of _____ NCWorks Career Center have received training regarding careers, salaries, etc. in the healthcare pathway and are knowledgeable. Staff use this information in their day-to-day career advising.

Please list names/titles of Staff members who have been trained:

Please list dates of training, topics and presenters:

Center Manager Signature _____ Date _____