



# 21<sup>st</sup> CENTURY SKILLS ACADEMY HANDBOOK



*Preparing Tomorrow's Workforce*



Spokane Area  
Workforce Development Council

*In partnership with the Spokane Area Workforce Development Council, the Next Generation Zone consists of agencies that are equal opportunity employers and providers of employment and training services. Auxiliary aids and services are available upon request to persons with disabilities. Washington Relay Service: 711.*

Dear 21<sup>ST</sup> Century Skill Academy Participant,

Congratulations! You have been selected to participate in the 21<sup>st</sup> Century Skills Academy. The goal is to prepare you to successfully gain and sustain future employment.

This handbook is designed to provide the policies and procedures of which you will be expected to uphold during the program. These policies and procedures are similar to what you will most likely encounter in the workplace.

Each Academy day consists of a different job-seeking theme. Upon your successful completion of the 21<sup>st</sup> Century Skills Academy, you will be provided with the tools and resources to work toward finding the career or job that highlight your special brand and skills.

In closing, I would like to thank you for your commitment to being taught, trained and developed into the next generation of employees.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Trina Clayeux', with a long horizontal flourish extending to the right.

Trina Clayeux, PhD.

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# BENEFITS OF THE 21<sup>ST</sup> CENTURY SKILLS ACADEMY

Each Career Specialist at the Next Generation Zone will lead portions of the 21<sup>st</sup> Century Skills Academy workshops. You will have the opportunity to work with the different staff members and add the following techniques and skills to your personal brand and workforce readiness:

## INDUSTRY RECOGNIZED CREDENTIALS

- ✓ **Microsoft Digital Literacy Certification**

Ability to confidently navigate a computer and other technology devices and software.

- ✓ **National Career Readiness Certification**

Proof to employers that you have the basic skills of math, reading, and locating information.

## RESUME AND COVER LETTER

- ✓ **Developed by a Certified Professional Resume Writer (CPRW)**

Learn the importance of language and formatting to help your documents stand out.

- ✓ **Corresponding networking cards**

Understand the importance of networking through best practices.

## JOB SEEKING SKILLS

- ✓ **Job searching techniques**

Participate in career exploration and navigation of your WorkSource WA account.

- ✓ **Best practices on completing online applications**

Assistance with creating a master application.

- ✓ **Mock interviews with Career Specialists**

Learn how to perform well in your future interviews.

- ✓ **Development of workplace etiquettes**

Discuss how to professionally conduct yourself in the workplace.

## PROFESSIONAL PORTFOLIO

- ✓ **Keep all of your professional documents organized**

Resume, cover letter, certifications, etc.

## ACCESS TO LOCAL EMPLOYER NETWORK

- ✓ **Meet the Employers**

Connect face to face with employers that have jobs that need to be filled.

- ✓ **Professional Industry Mentors**

Learn what it takes and how to get your career started.

# POLICIES AND PROCEDURES

## SIGNING IN

Participants are expected to sign in for each session upon arrival. A clipboard with attendance sheets can be located in the front of the classroom on the shelves labeled "Academy."

## ABSENCES

Regular and timely attendance is required due to the material to be covered and the fast paced nature of the curriculum. Participants are allowed no more than two absences over the course of the three-week program. If you exceed two absences, you will be considered to have voluntarily quit the program.

In the event that you are unable to attend a scheduled session, **you are expected to contact the front desk, (509) 340-7800, at least one hour prior to the scheduled start time.** In the event that you get a recorded message, leave a voice message with your name, contact number, and reason for absence.

- All participants **must attend the first day of the Academy.** If you are unable to attend, you will need to talk with your Career Specialist about attending a future cohort.

## EARLY DEPARTURE FROM A SESSION

Participants are expected to attend the entire scheduled session. In the event that you need to leave early, you need to make arrangements with your Career Specialist prior to the session. If an early departure is required without prior arrangements, you will need to meet with your Career Specialist before returning to Academy.

## TARDINESS

Tardiness is defined as the failure to be in the Academy workshop at the beginning of the scheduled session or the failure to return within the scheduled time after breaks. There is no "**grace period**" for tardiness. Each tardy will be treated equally regardless of the reason for the tardiness.

- If you know that you will be arriving late for a session, contact the front desk at (509) 340-7800 and let us know when you plan on arriving.
- Two tardies are equal to one absence.
- If you arrive more than one hour late for a session or after a break, it will be considered a full session's absence.

## SCHEDULED BREAKS

Participants will be provided with at least one 10-15 minute scheduled break each session. Break times are to be used to check voice messages, return phone calls, get a snack, refill your water, smoke, and use the facilities. You are expected to stay on campus for breaks.

## FOOD AND SNACKS

Food and snacks are not allowed in the Academy workshops. Scheduled break times are to be used for eating.

- Participants are allowed a water bottle or beverage in the Academy workshops.

## CONTRABAND ITEMS

The Next Generation Zone adheres to a zero tolerance policy regarding alcohol, drugs and weapons. This is also extended to being in possession of paraphernalia and/or being under the influence while on campus. The Next Generation Zone is a safe place and it is important to be aware that many participants may be in recovery.

- If you are suspected to be in violation of this policy, you will be asked to leave for the day and will need to meet with your Career Specialist before returning to the Academy.

## TOBACCO USE AND VAPING

Smoking, chewing tobacco, and vaping are to be done on scheduled breaks and in designated smoking areas only.

- Vaping is not allowed inside the building.

## CELL PHONE USE

Cell phones are expected to be silenced and out of sight prior to the beginning of each session. Scheduled break times are provided for you to check messages and return phone calls.

- Family and friends should be informed of this policy and provided with the front desk number, (509) 340-7800, in case of an emergency.

## PERSONAL APPEARANCE

Your personal appearance affects the public's image of the Next Generation Zone. All participants are expected to be clean, well groomed, and appropriately dressed. This includes:

- Bathing and showering daily
- Use of deodorant and avoiding excessive fragrances
- Clean and combed hair
- Daily brushing of teeth
- Wearing recently and regularly laundered clothes
  - Clothing that displays drugs, alcohol, nudity, profanity, or hate language is not tolerated.
  - Clothing should completely cover under garments.