

CUSTOMIZED TRAINING AND DEVELOPMENT PROGRAM

North Carolina's rate of industrial growth consistently ranks among the highest in the nation. Even for the rapidly growing Sun Belt, the quantity and quality of the state's industrial growth has been remarkable. In the last five years alone, companies from all parts of the world, after studying all other possible locations, have invested more than \$29 billion in facilities in North Carolina.

Supportive state and local governments, receptive communities, reasonable construction costs, excellent transportation services, equitable and consistent tax policies are among the important factors that create an unusually healthy business climate in the Tar Heel State.

In the eyes of today's business leaders, perhaps nothing is more attractive than a location which offers an abundant supply of enthusiastic people and a proven training program to mold them into an efficient workforce.

Industrial training has always been a major priority of the North Carolina community college system. North Carolina created the nation's first training service expressly designed to support industrial growth. More than 280 on-going curriculum programs each year prepare thousands of North Carolina residents to work in business and industry. In addition to offering a variety of regular curriculum and extension courses based on local community needs, North Carolina Community Colleges extend their resources beyond their campuses, venturing into the industrial work place to help their industrial neighbors discover and implement particular manpower training programs. Any North Carolina location is no more than 30 minutes away from a community college, assuring every industry of prompt and efficient service.

Here are answers to some of the questions most frequently asked about North Carolina's training service for new and existing industries.

QUESTIONS AND ANSWERS

How is the community college organized to deliver this training service to a new or expanding industry?

All training programs are administered by a local community college serving the area in which the company is located. Local administration, dedicated exclusively to industrial training, ensures constant attention and a prompt response to industry needs.

Who determines the content of the training program?

The final curriculum is the result of joint planning by company personnel and one or more customized training specialists from the college and the Economic and Workforce Development Division of the North Carolina Community College System. Customized training specialists are available to visit the existing operations of a company and study the job skills, work schedules, production processes and any other variables pertinent to preparing a training proposal suited specifically to that company's particular needs.

What companies are eligible for this free training?

Companies are eligible for the New and Expanding Industry Training Program when creating 12 or more jobs in North Carolina, over and above their previous three-year maximum employment level, and when falling in one of the following categories: manufacturing, computer programming and/or information technology, and regional or national customer service centers or warehouse and distribution centers.

Training is available for what types of jobs?

Training is available for front-line production and customer service workers, computer programmers, and their first-level supervisors.

What is the length of a training program?

Training programs may continue for the length of the company's designated growth or expansion, up to a maximum of three years. If after three years the company is still expanding, a new project may be initiated. Length of training for individual trainees is determined based on the skill requirements of each job.

Who furnishes the instructors?

Instructors may be provided by the local college and/or through a statewide network of experienced industry instructors in different specialty areas. For proprietary or technical areas that are specific to the company, company instructors may be utilized with reimbursement from the college to the company for instructor wages.

Do instructors receive any special training?

Yes. Train-the-trainer programs in instructional best practices have been developed by the community colleges that can be provided to company instructors. In addition, the community college may sponsor certain travel costs to send a designated number of company instructors to another company facility, or an equipment vendor site, to acquire technical skills that can be transferred to other new company employees.

Must trainees be employed by the participating company while enrolled in training classes?

As part of the training project, the community college may provide short-term pre-employment training to potential job candidates to provide them with an orientation to the company and a realistic job preview of the training and work.

How are trainees recruited and selected?

The community colleges work closely with the Employment Security Commission, who will provide free local recruitment and screening of job candidates. Companies selecting employees referred by the Employment Security Commission receive a 100-day no-fault guarantee against unemployment insurance claims for referred employees dismissed for any reason during that time period.

What is the source of funds for this program?

The New and Expanding Industry Training Program is financed solely by the state of North Carolina. North Carolina has the longest record of consistent funding for customized job training of any state in the nation.

Are trainees paid during the training period?

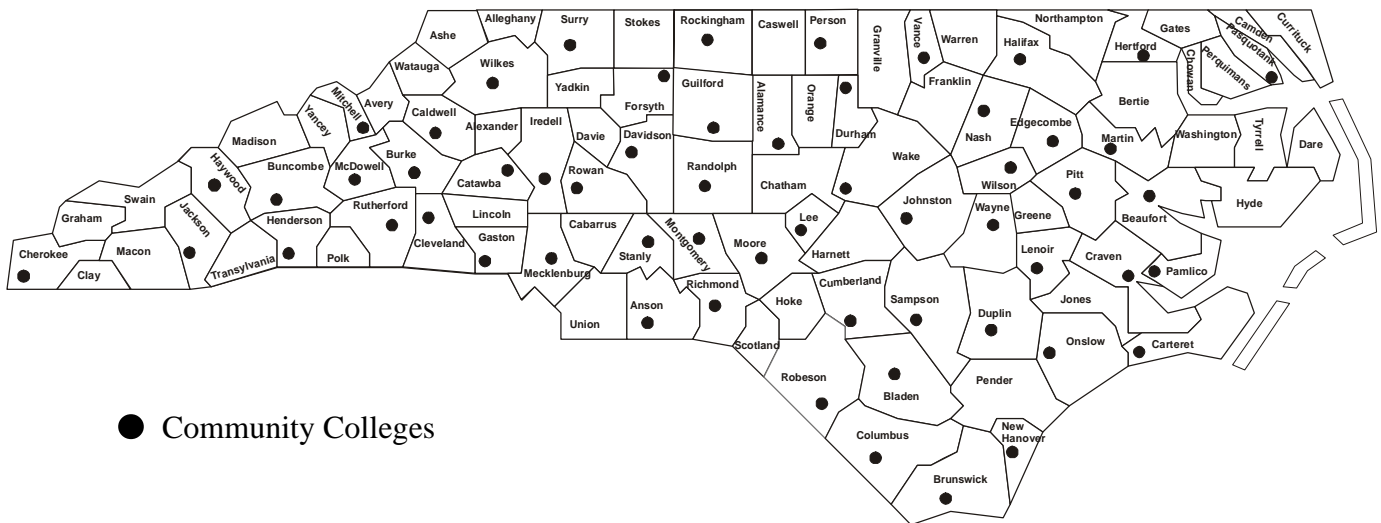
Eligible trainees for other than short-term pre-employment training are new, full-time employees. Companies eligible for the Worker Training Tax Credit may receive credit against their State taxes for the wages of new employees while in training.

How long may a company qualify for state training assistance?

Training projects may last as long as the company is expanding by 12 or more employees per year, up to a maximum of three years. If after three years the company is still in an expansion mode, a new project may be initiated.

Do the schools offer other programs of services of particular interest to industry?

Indeed they do. North Carolina's community colleges offer one of the largest workforce continuing education programs in the nation. Training is available in 1,500 possible courses at a low, state-subsidized registration fee of only \$50-65 per individual. Training is provided either at a community college training center, or at the company's work site. In addition, North Carolina's community colleges offer a special retraining program for manufacturers, software publishers, and computer and telecommunications system developers called Focused Industrial Training.



There is at least one community college within a 30-minute drive of any North Carolina location.