

D. Temporary Staffing Employees

It is mandatory for each temporary staffing employee to successfully complete the 09OST core program upon arrival using the 88321 client id. They are issued a training packet that includes the policies and procedures associated with the department they are working in. Temporary employees are to complete the following plan.

A. Training Plan Introduced

B. Day 1 Observation (Morning Session)

C. Day 1 Observation (Afternoon Session)

D. Day 2 Hands on Learning

E. Day 3 Final Hands on Training Day

A. Training plan issued and explained.

1. Tour of Facility. Include Basic Plus rooms, trailer, introducing employees, break room area and restrooms.

2. Briefly discuss job description with employee.

Note: Explain work hours and job duties for the desired position.

3. Clarify general policies ex. attendance and punctuality, breaks, call -in procedures, dress code and etc. Remind employee how important it is to be present at work and to be punctual.

4. Give new temporary employee a time sheet, a completed training plan red booklet, direct deposit, and final checklist.

5. Give trainee contact numbers to reach human resource and customer service supervisor.

B. Day 1 Observation (Morning Session)

Take 30 minutes to discuss the procedures A, B, and C below and course list with employee. Review course list and point out all core classes. (Office Safety, Basic Plus, Basic Plus Refresher, and Spanish Basic). Provide spiral course time frame binder. Briefly discuss the Identification and monitoring process. Explain that only individual's testing are allowed to be in the lab area. ALL other NON TESTING individuals must wait downstairs in the lobby area.

a. Identification

Using the CBT training plan booklet, identify the following.

- ❖ On Identification Match the routing slip name with identification provided.
- ❖ The picture on the routing slip clearly resembles the student presenting the license.
- ❖ Verify the expiration of the license. If a license is presented with the seal cut a renewal slip must accompany license: **ALWAYS** verify the renewal slip expiration date also.
- ❖ Inform the employee that when taking the 09EMCOMBO and 08INIE and 08INIS the trainee must present a social security card along with the identification.

Note: Show employee examples of fake identifications cards that have been presented.

b. Exceptions to Identification

Explain waivers- Are individuals who have obtained clearance into the lab without proper identification. The site will waive the requirements for these individuals and allow them to take their course. Customer service **MUST** write this on the top of the routing slip. Point out example in CBT training plan.

c. Patrolling the Lab Area

This **must** be done at all times. In a way that inspects the entire lab area. Monitors are not to stand in one area for a long period of time and when orientating individuals they must use a library like voice. One warning is issued to individuals who are caught breaking rules of the lab, **EXCEPT** those in regards to the cheating policy which is a **NO** tolerance policy. Prior to trainees entering always take a moment to inspect the individual to see if they have drinks food or cups for tobacco products. Things to look for:

- ❖ Students leaning back in chairs who take similar programs.
- ❖ Individuals that take numerous breaks on questions
- ❖ Dip cups and nodding heads

- ❖ Explain the importance of separating the seating of individual's that are employed by the same company and taking the same courses.
- ❖ Ear pieces in ears that are under head sets. Trainees are only allowed to use ISTC headsets and cheating devices or notes written on/in a variety of things/places.

Explain proper procedures if trainee is found violating any of these rules including the cheating policy. They MUST find a permanent ISTC employee immediately if they observe an offense. Prior to Lunch Break allow trainee to read Chapter 9 of the Operational Procedures manual.

C. Day 1 Observation (Afternoon Session)

Allow employee to observe alongside permanent ISTC employee. The employee should observe the following:

d. The routing slips of individuals.

- ❖ Identify the difference between core courses(English and Spanish),sites, & web based routing slips. Inform them that ALL ISTC courses began in 09.Briefly discuss what a WEB based Course is.
- ❖ Writing the initials and the time trainees check in to the lab area.
- ❖ Call attention to scheduled times and the importance of seating the trainees at that time.
- ❖ Basic status and confirming it is still current.

e. Seating of the Basic Plus class

- ❖ Mention the overall objective of each individual's role in a successful transition.
- ❖ Rules associated with Basic Plus(Restroom Breaks, Questions on Questions, Failed Test)
- ❖ Explain importance for taking Marsec.

f. Allow trainee to observe the remaining time of the day.

D. Day 2 Hands on Learning

Cover Questions over any previous duties from Day 1.

a. Explain Course launcher

Show employee how to navigate on Course Launcher and each external council we offer (Including old formatted and new formatted 09 modules.)

- ❖ English versus Spanish and who takes which.
- ❖ The importance of trainee typing their own social.
- ❖ Pictures, Status of courses pass taken fail.
- ❖ Error Messages(blue screens)
- ❖ What will happen when they click into a Web based Course on course launcher.

b. Council Courses and Pre Requisite Courses

With core List provided from Day 1, discuss course council codes.

- ❖ Highlight pre-requisite courses for 09 courses and external courses (Showing new employee cheat sheet by hand sanitizer.)
- ❖ Schedule yourself for the councils we offer and demonstrate how to access each council.
- ❖ Emphasize the importance of writing the external councils scores on the routing slips.
- ❖ Let employee see the proper way to notice a correct score on Course Launcher and an error score on Course Launcher.
- ❖ Fully tutor the proper procedure on an error messages when and if they appear on the training screen.

Allow employee to demonstrate the duties covered. Alongside a permanent ISTC employee allow temporary employee to escort a trainee to a seat instructing them indicate what is on the routing slip.

c. Courses and additional Material

- ❖ Explain retest procedures.
- ❖ Discuss the FG and FW classes, and who is allowed to take each.
- ❖ Briefly discuss Coach Classes and how these are obtained by the company (Include who is required to do these, and what the correct way to administer these although a permanent staff member will be the only ones performing these classes.)
- ❖ Teach employee how to disinfect cubicles between trainees.

d. Explain Operator Qualification Courses.

- ❖ Login Id's
- ❖ Retest procedures and the need to explain trainees are only allowed to take the final test once.
- ❖ Show employee where to check for the word **COMPLETED** on the screen prior to allowing trainees to go on to the final test.

e. Answer any Questions or concerns the employee may have.

E. Day 3 Last Hands on Training Day

Allow employee to work hands on with ISTC's employees. Before leaving, the immediate supervisor should fill out checklist and at this time continue to answer any questions that are still unclear that new employee may have. The immediate supervisor MUST observe and release employee before training plan is complete. All paperwork is forwarded to the V/P of Operations of that location.